

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



December 20, 2004

ALL-COUNTY INFORMATION NOTICE NO. I-84-04

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order or Settlement Agreement
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: COMPILATION OF ANNUAL COUNTY FOOD STAMP PROGRAM
QUESTIONNAIRE, AND REVIEW OF HOURS OF OPERATION AND
ACCESS AND AWARENESS ACTIVITIES SURVEY RESULTS

REFERENCE: MANUAL SECTIONS 63-104.21(h), 63-205.1

The purpose of this letter is to thank you once again for completing the Annual County Food Stamp Program (FSP) Questionnaire and Review of Hours of Operation and Access and Awareness Survey and to transmit the results to you. State regulations require that all counties complete an annual survey and review of hours of operation of the FSP offices to ensure that the needs of recipients are adequately met. We included a questionnaire regarding FSP activities that increase awareness and access to the FSP. I hope that all counties and food stamp stakeholders will find the results of the survey to be a valuable tool.

As with prior surveys, the information provided on the questionnaire will be useful to this Department in meeting statewide program needs and in responding to information requests. This information also may be used in the evaluation of legislative proposals and regulatory changes. The information gleaned from the access and awareness activities survey will help tailor the development of campaigns to increase food stamp participation.

The attached report differs from the prior publications, as this year the survey was automated using the most frequently cited responses from the prior year's survey. The new process allows us to provide counties with expanded summaries in the form of additional charts and maps. The attached improved survey results reflect the County Welfare Department (CWD) operations as of June 30, 2004.

If you have any questions or comments regarding this notice, please contact Sharon Brown of the Food Stamp Policy Implementation Unit at sharon.brown@dss.ca.gov or (916) 654-0737.

Sincerely,

RIGHTON YEE, Chief
Food Stamp Branch

Attachment

FOOD STAMP PROGRAM OPERATIONS AND ACCESS REPORT

July 1, 2003 – June 30, 2004

FOOD STAMP BRANCH

NOVEMBER 2004

Prepared By:
Data Systems and Survey Design Bureau
Administration Division
California Department of Social Services

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SUMMARY

State regulations require that all County Welfare Departments (CWDs) provide an annual report on their operations and activities associated with the administration of Food Stamp Program (FSP) benefits, including a review of their hours of operation. In accordance with these regulations, the Food Stamp Branch (FSB) of the California Department of Social Services (CDSS) requested that all counties complete an annual survey. The survey was redesigned in 2004 to provide for the collection of this information online. Survey results are displayed in easy-to-read charts and maps. This report provides survey results of FSP information collected in three primary areas—Access and Awareness, Certification, and Issuance for State Fiscal Year (SFY) 2003/2004. The FSP Access and Awareness activities reported occurred at different periods during the SFY. The Certification and Issuance activities reported were based on county operations as of June 30, 2004.

ACCESS AND AWARENESS

- All 58 counties provided access to FSP applications at CWDs. Other frequently utilized direct access application methods were direct mail, telephone/facsimile, in-home visits, one-stop centers, hospitals/clinics, health/job fairs, and community-based organizations.
- All 58 counties provided translated FSP applications in Spanish. The next three most frequently translated languages were Vietnamese, Chinese, and Russian.
- The most frequently utilized methods of application assistance provided to clients were bilingual staff, eligibility worker and support staff assistance in filling out applications, eligibility workers assisting via interactive interviews, and in-home visits.
- Thirty-eight counties (90.0 percent of statewide FSP households*) provided outstationed eligibility workers at locations other than CWDs. The most frequently utilized locations for outstationed eligibility workers were hospitals/clinics, in-home visits and remote sites.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

- Prior to the implementation of transitional FSP benefits, the most frequently utilized methods to re-evaluate FSP eligibility/benefit levels for recipients leaving the California Work Opportunities and Responsibility to Kids (CalWORKs) Cash Aid program were as follows:
 - Re-evaluation automatically conducted through the use of a computerized system with a worker confirming the determination
 - Re-evaluation automatically conducted by worker
- Twenty-two counties (79.6 percent of statewide FSP households*) maintained a FSP hotline telephone number that provided general FSP information. Of these 22 counties, seven indicated their hotline also included information about noncitizen eligibility, and nine indicated the hotline provided information pertaining to outreach activities.
- Twelve counties (30.9 percent of statewide FSP households*) utilized local media public service announcements to provide general FSP information. Of these 12 counties, five also included information about noncitizen eligibility.
- Thirteen counties (53.0 percent of statewide FSP households*) reported using 11 to 17 different locations/distribution methods for providing FSP educational materials. The most frequently utilized locations/distribution methods for providing educational materials (including materials specifically for noncitizens) were CWDs/certification sites and community-based organizations.
- The two most frequently utilized FSP outreach activities were cross-training staff to accept/process applications and providing informational FSP brochures.
- Out of all the outreach activities utilized, counties indicated the two most effective activities were providing outstationed eligibility workers and cross-training staff to accept/process applications.
- Twenty counties provided FSP educational materials and/or conducted presentations specifically for migrant workers. The two most frequently utilized sites/organizations were community-based organizations and CWDs.
- Twenty-four counties indicated they conducted FSP educational presentations specifically for noncitizens. Community-based organizations were most frequently utilized.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

- Thirty counties (89.1 percent of statewide FSP households*) utilized a committee/task force to partner with other agencies/organizations to improve FSP outreach efforts. Twenty-one of these counties reported meeting on a monthly basis.
- Thirteen counties (67.5 percent of statewide FSP households*) implemented new FSP outreach activities during SFY 2003/2004.
- Twenty-three counties indicated plans to implement future FSP outreach activities during SFY 2004/2005.

CERTIFICATION

- There were 344 FSP certification sites statewide, of which 219 had extended hours.
- Counties utilized certification sites with extended hours as follows:
 - Forty-seven counties had extended hours by appointment.
 - Forty-six counties had extended hours during lunch hours.
 - Forty counties had extended hours after 5:00 p.m.
 - Thirty-six counties had extended hours before 8:00 a.m.
 - Three counties had extended hours “other” than those specified above.

ISSUANCE

- All 58 counties utilized Electronic Benefit Transfer (EBT) issuance as of June 30, 2004.

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

BACKGROUND

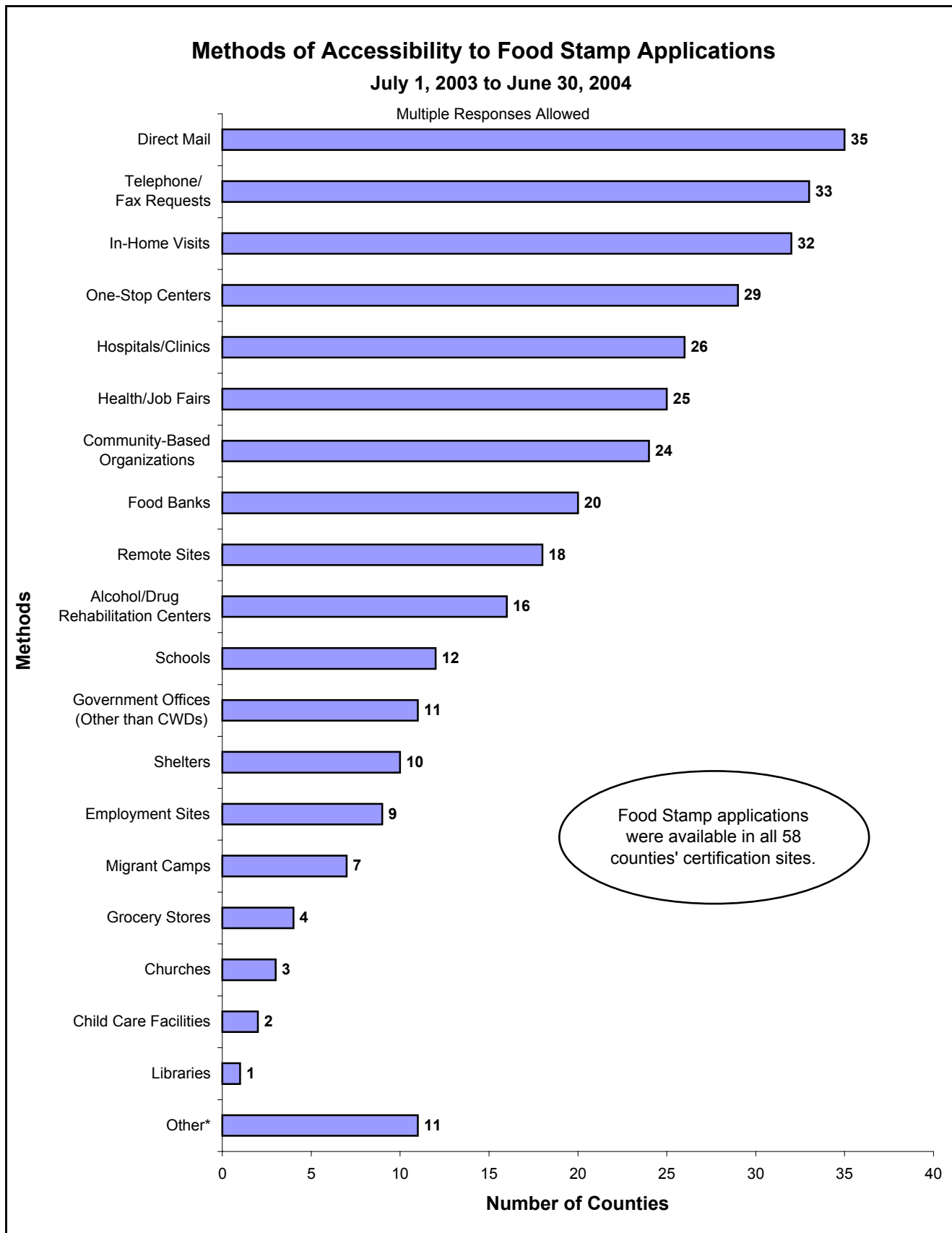
- State regulations require that all CWDs provide an annual report on their FSP operations and activities associated with the administration of FSP benefits, including a review of their hours of operation. In past years, the FSB has obtained this information through the administration of an annual county survey. This hard copy document was manually completed and returned by the counties.
- At the request of the FSB, the CDSS Data Systems and Survey Design Bureau redesigned the instrument to collect SFY 2003/2004 information in the form of an online survey. The FSB issued All County Information Notice (ACIN) I-35-04, dated June 1, 2004, to request that all counties complete the redesigned online annual Food Stamp Program Survey of Operations and Access by August 1, 2004.
- The information provided on the survey is instrumental to CDSS in meeting statewide program needs, responding to a variety of information requests, and evaluating legislative proposals and regulatory changes regarding the administration of FSP benefits.
- The data also provides CDSS with information mandated by Welfare and Institutions Code Section 18918, Statutes of 2001, which requires a community outreach and education campaign to help families learn about and apply for food stamp benefits.

METHODOLOGY

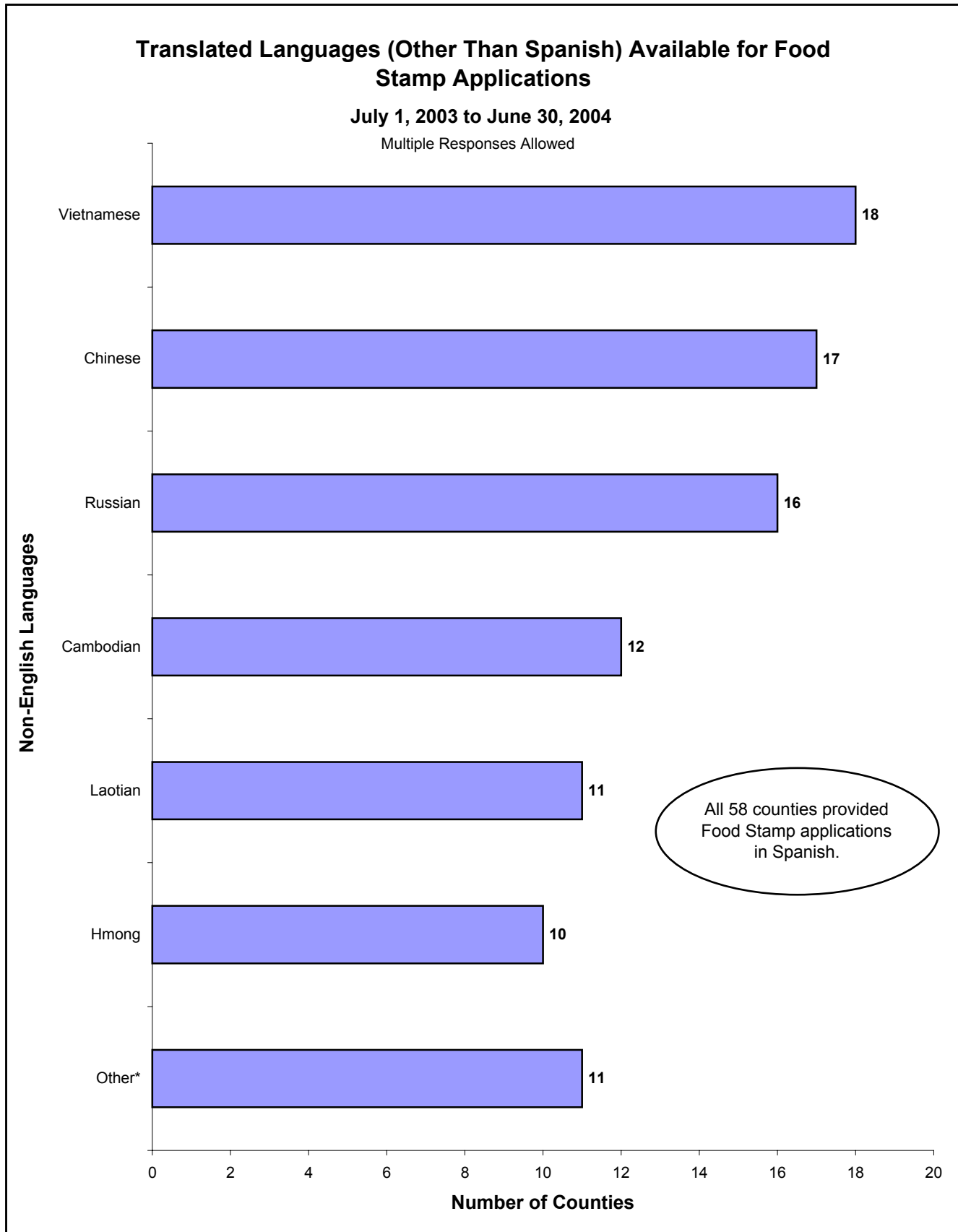
- The redesigned online survey utilized multiple-choice questions, requests for textual information, and optional comments to gather and display data from all 58 counties regarding three primary FSP areas—Access and Awareness, Certification, and Issuance of benefits to clients.
- The online web link to access the survey and instructions was distributed to all 58 counties in ACIN I-35-04, dated June 1, 2004.

CHARTS AND MAPS

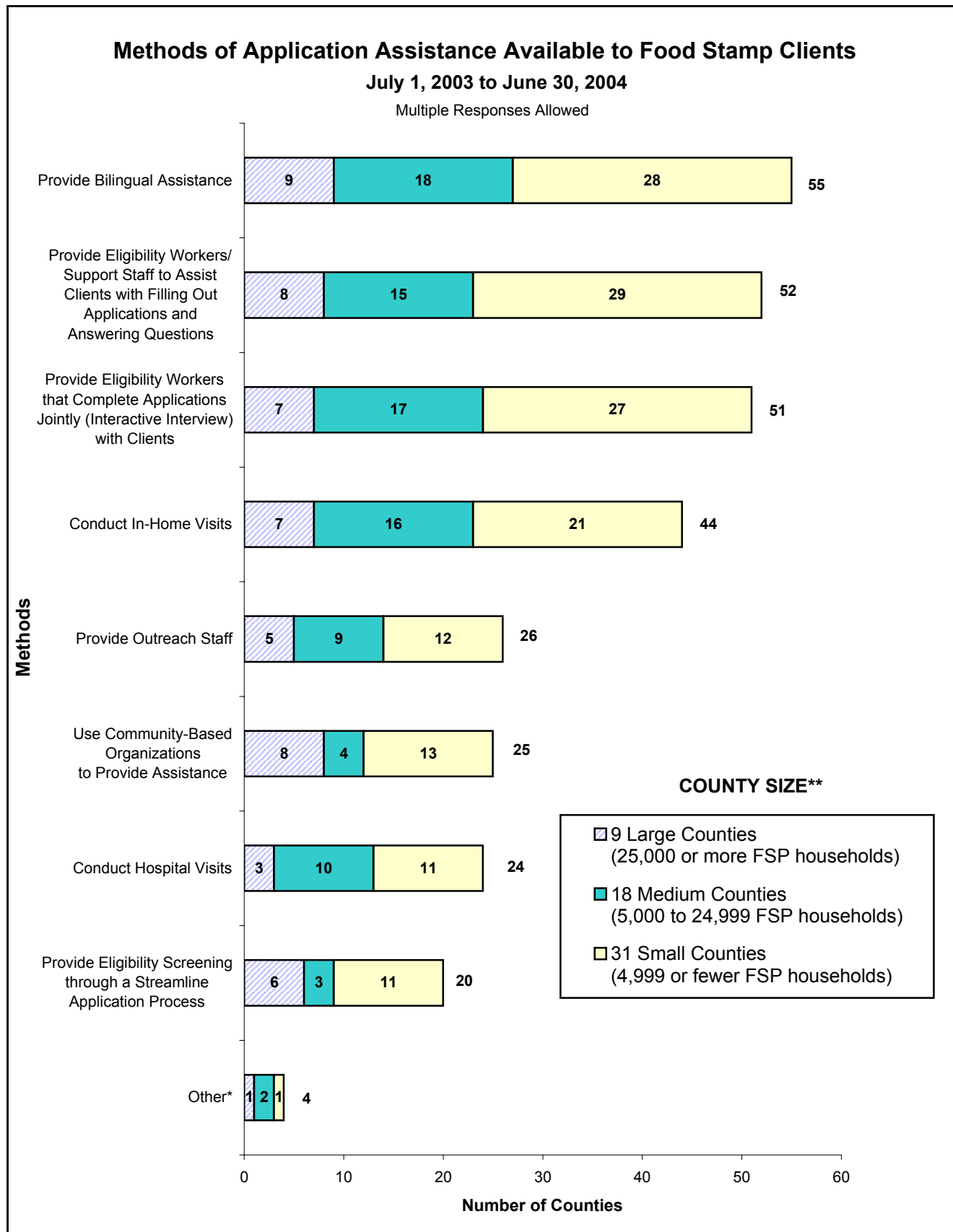
Application Access



*For "Other" methods, see Appendix A.



*For "Other" Non-English Languages, see Appendix A.

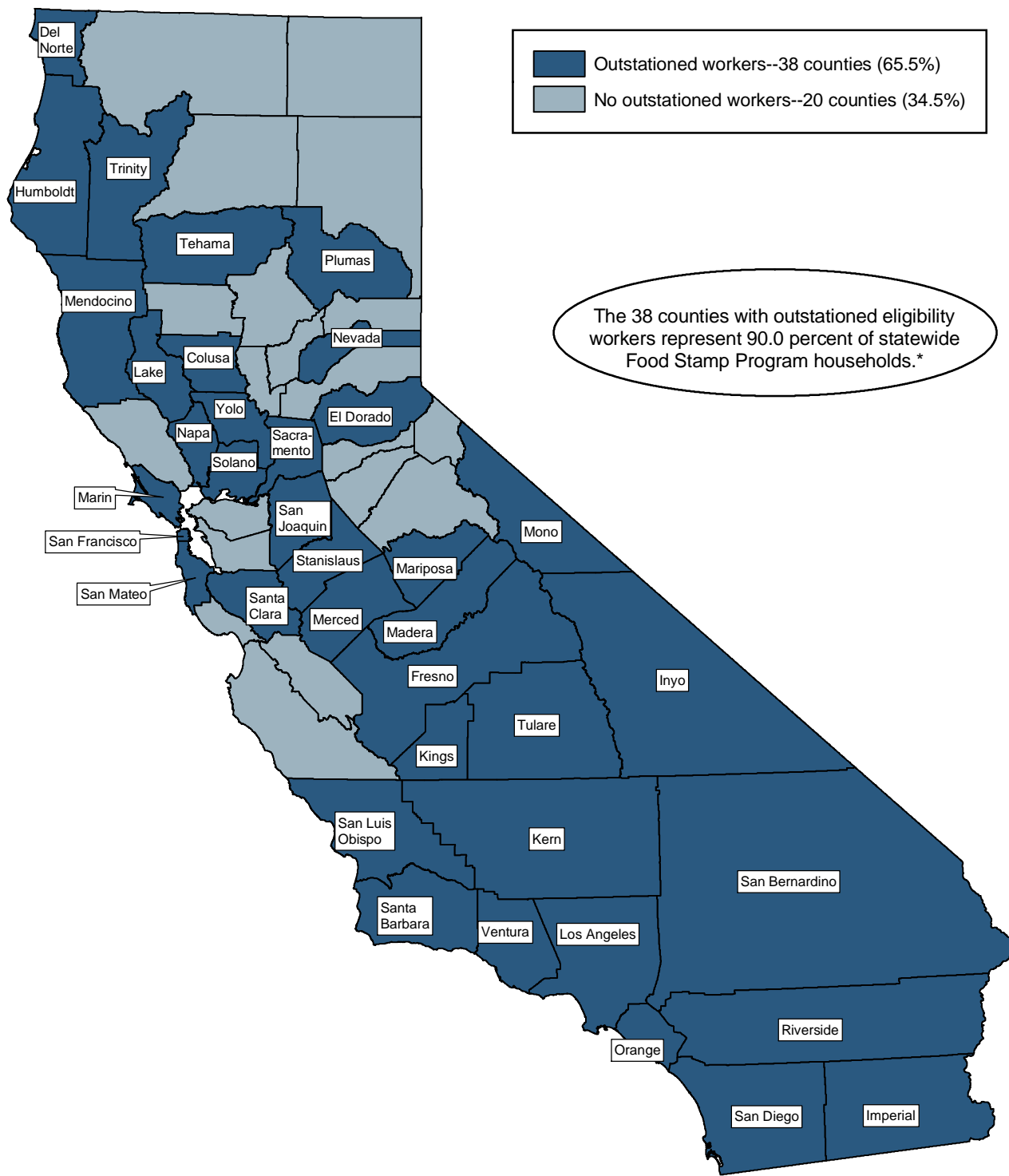


*For "Other" methods, see Appendix A.

**For a list of counties by size, see Appendix G.

Counties With Eligibility Workers Outstationed at Locations Other Than County Welfare Departments

July 1, 2003 to June 30, 2004

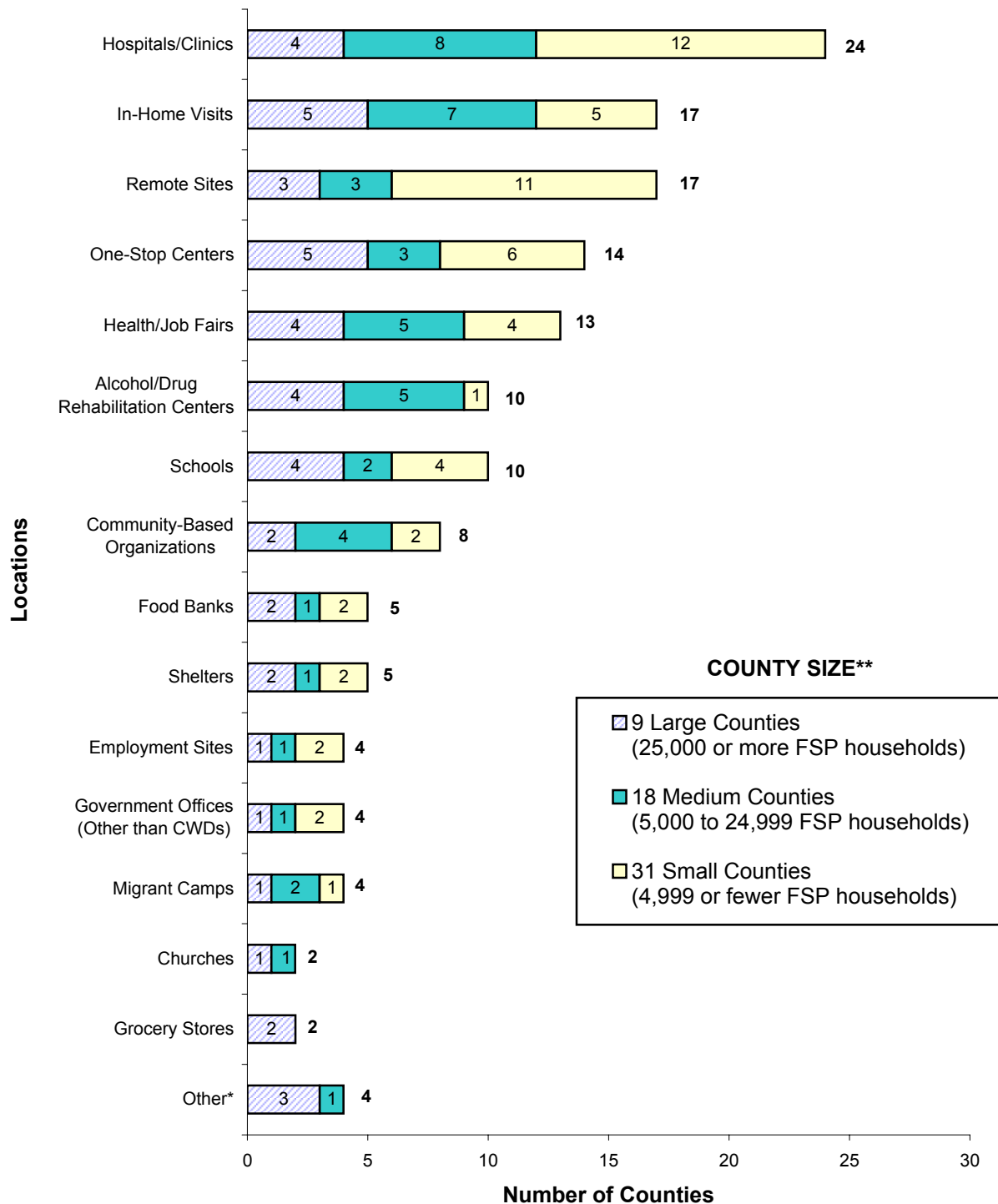


*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

Outstationed Eligibility Worker Locations Other Than County Welfare Departments (CWDs)

July 1, 2003 to June 30, 2004

Multiple Responses Allowed



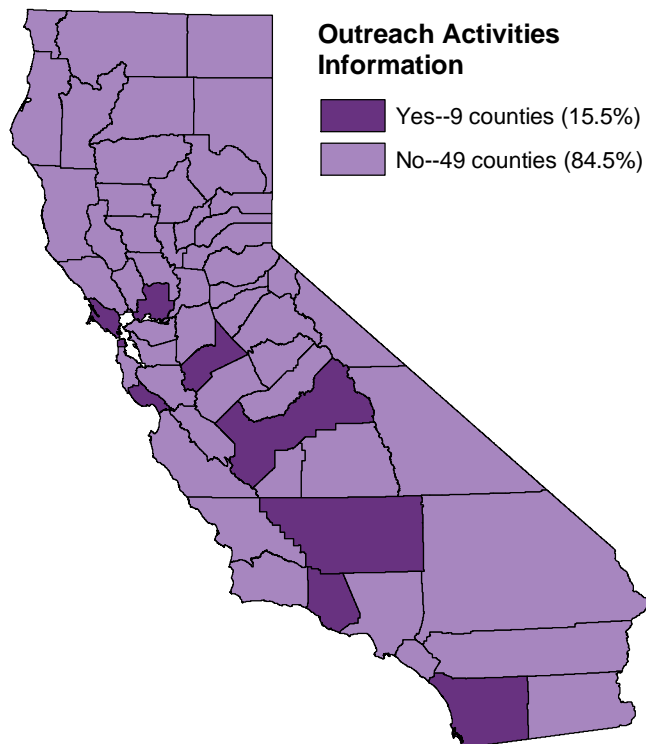
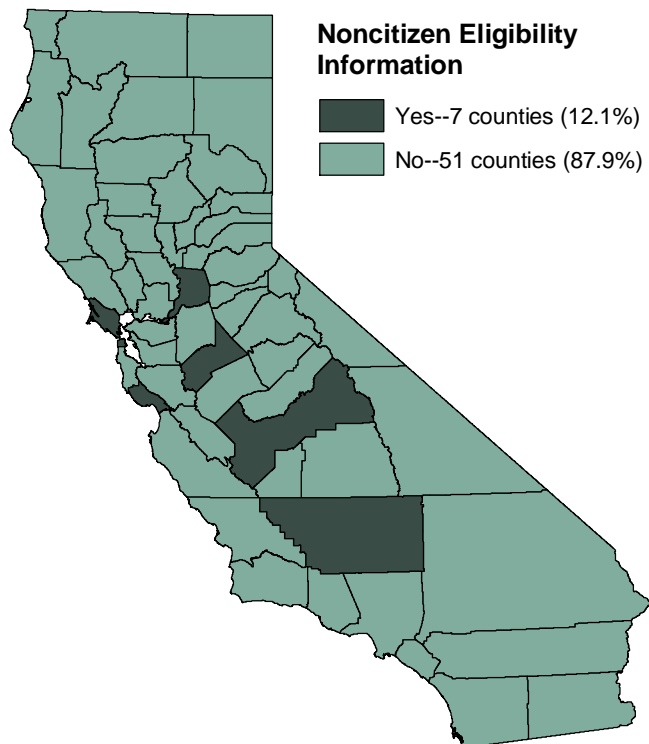
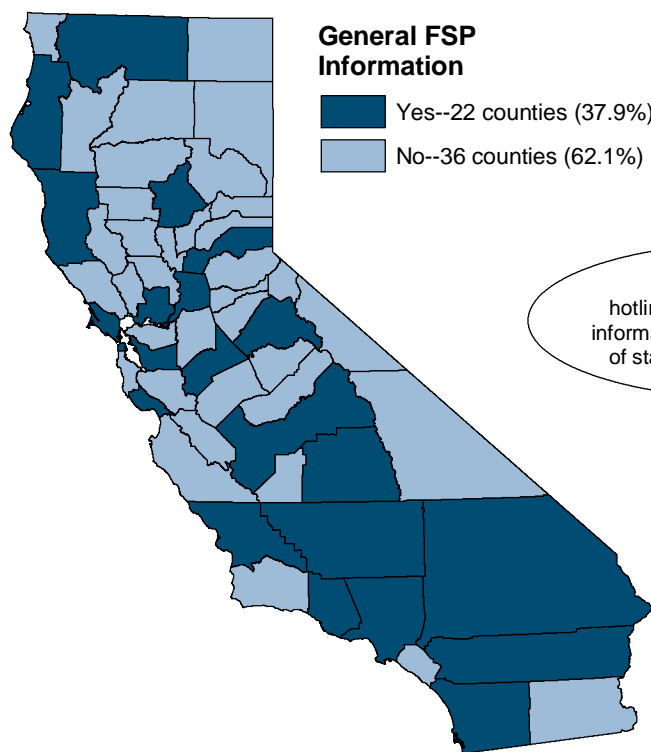
*For "Other" locations, see Appendix A.

**For a list of counties by size, see Appendix G.

Program Access Awareness

Counties With Food Stamp Program (FSP) Hotline Telephone Number(s)

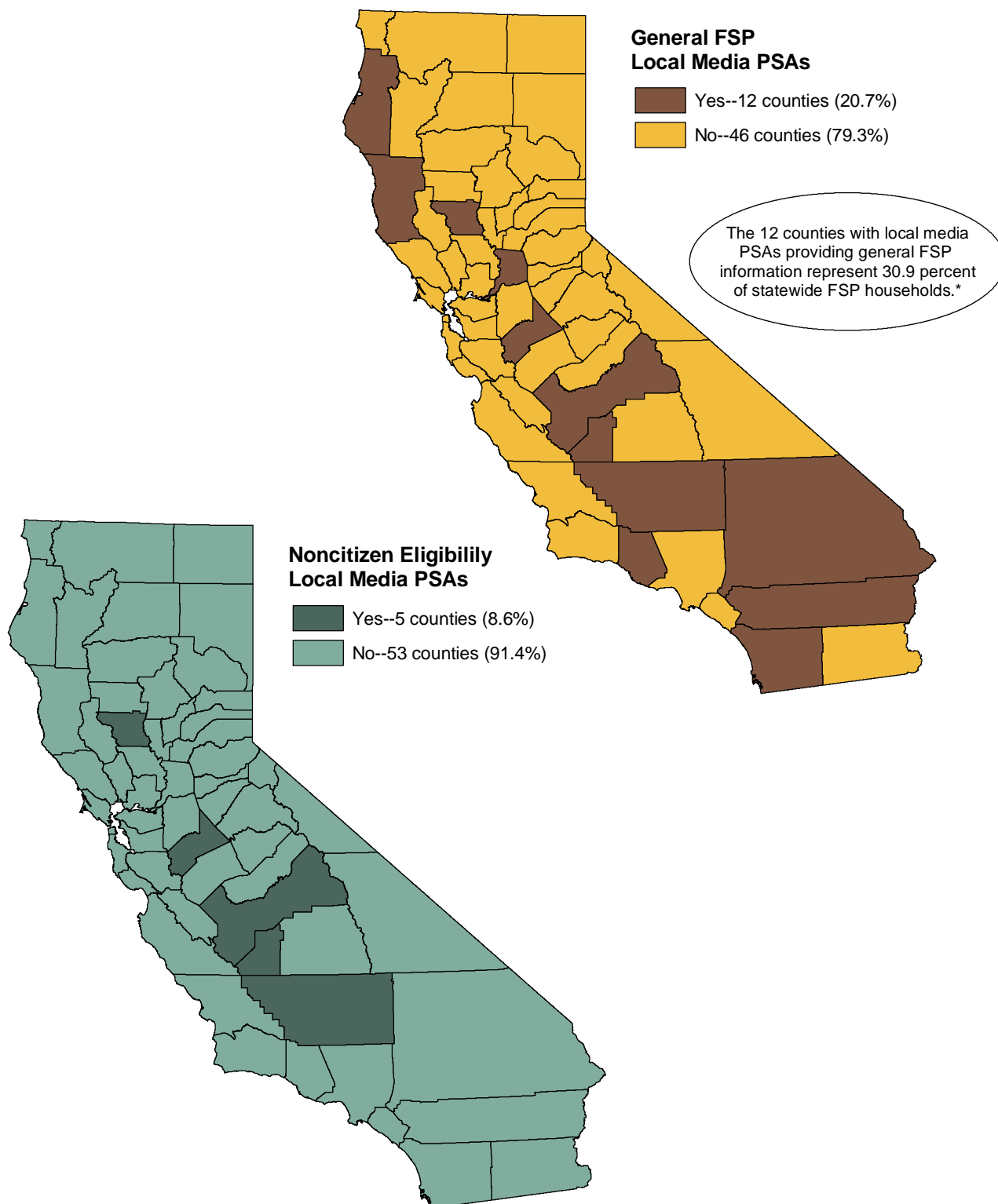
July 1, 2003 to June 30, 2004



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

Counties Using Local Media to Broadcast Food Stamp Program (FSP) Eligibility Public Service Announcements (PSAs)

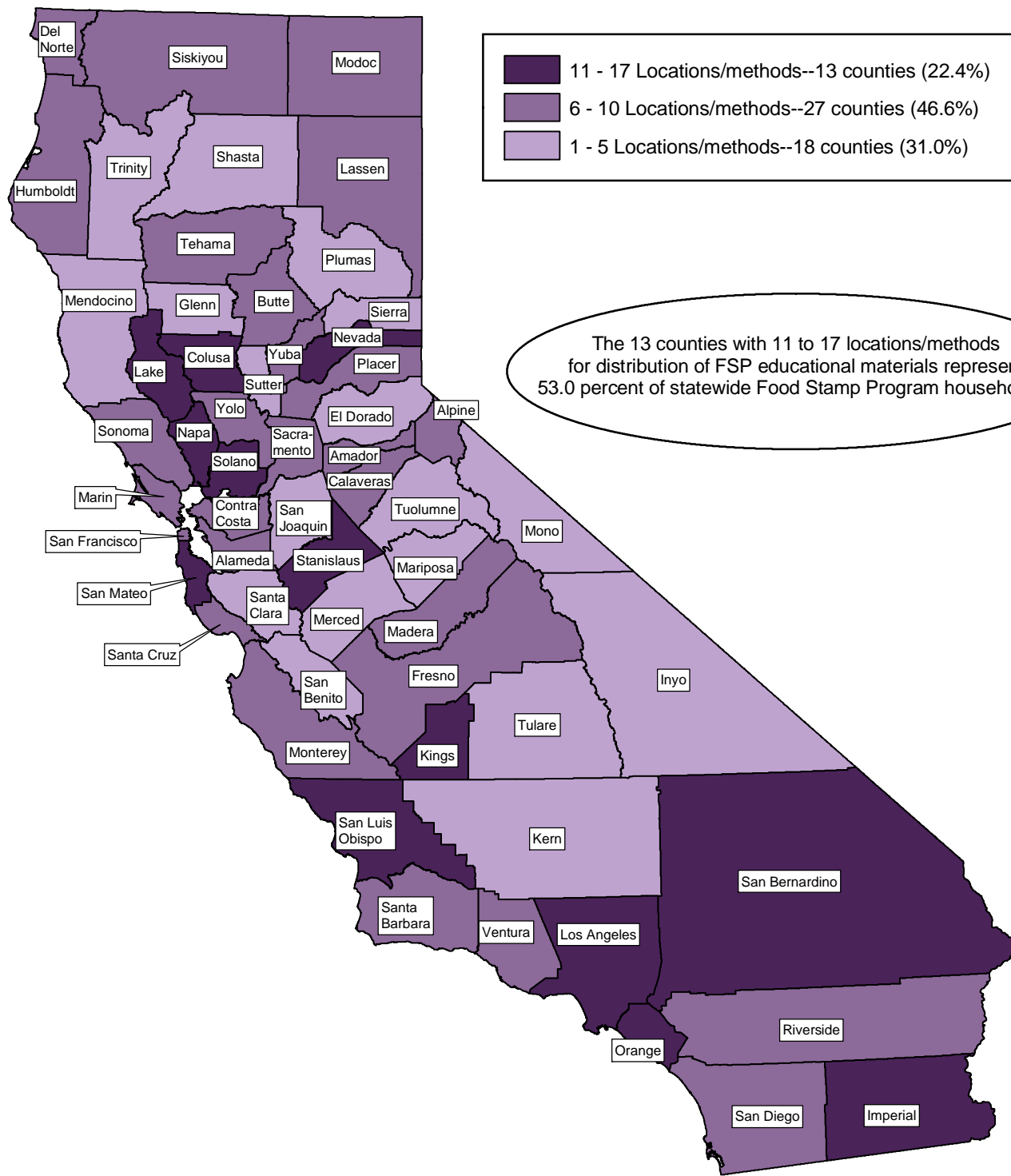
July 1, 2003 to June 30, 2004



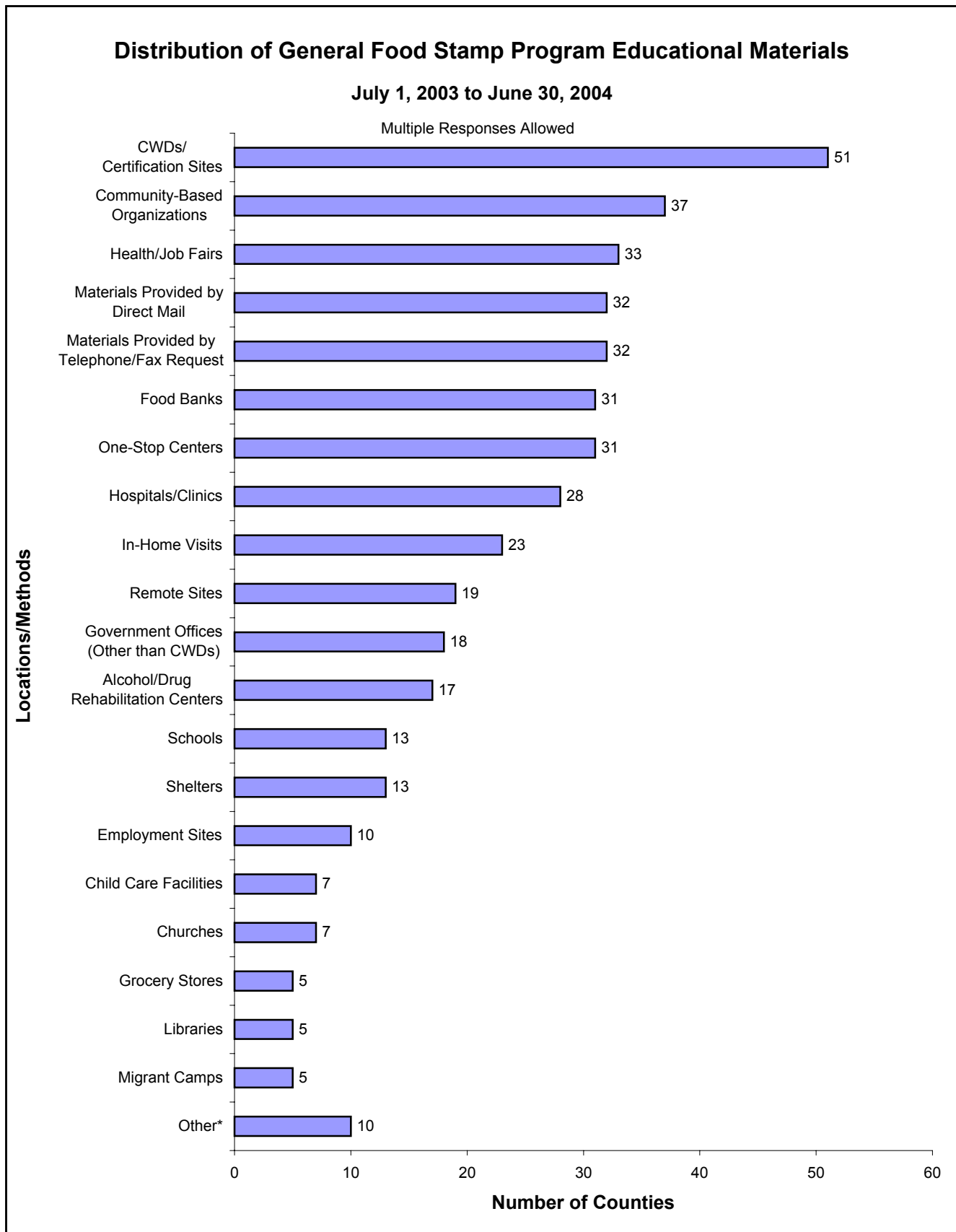
*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

Number of Different Locations/Methods for Distribution of Food Stamp Program (FSP) Educational Materials

July 1, 2003 to June 30, 2004



*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

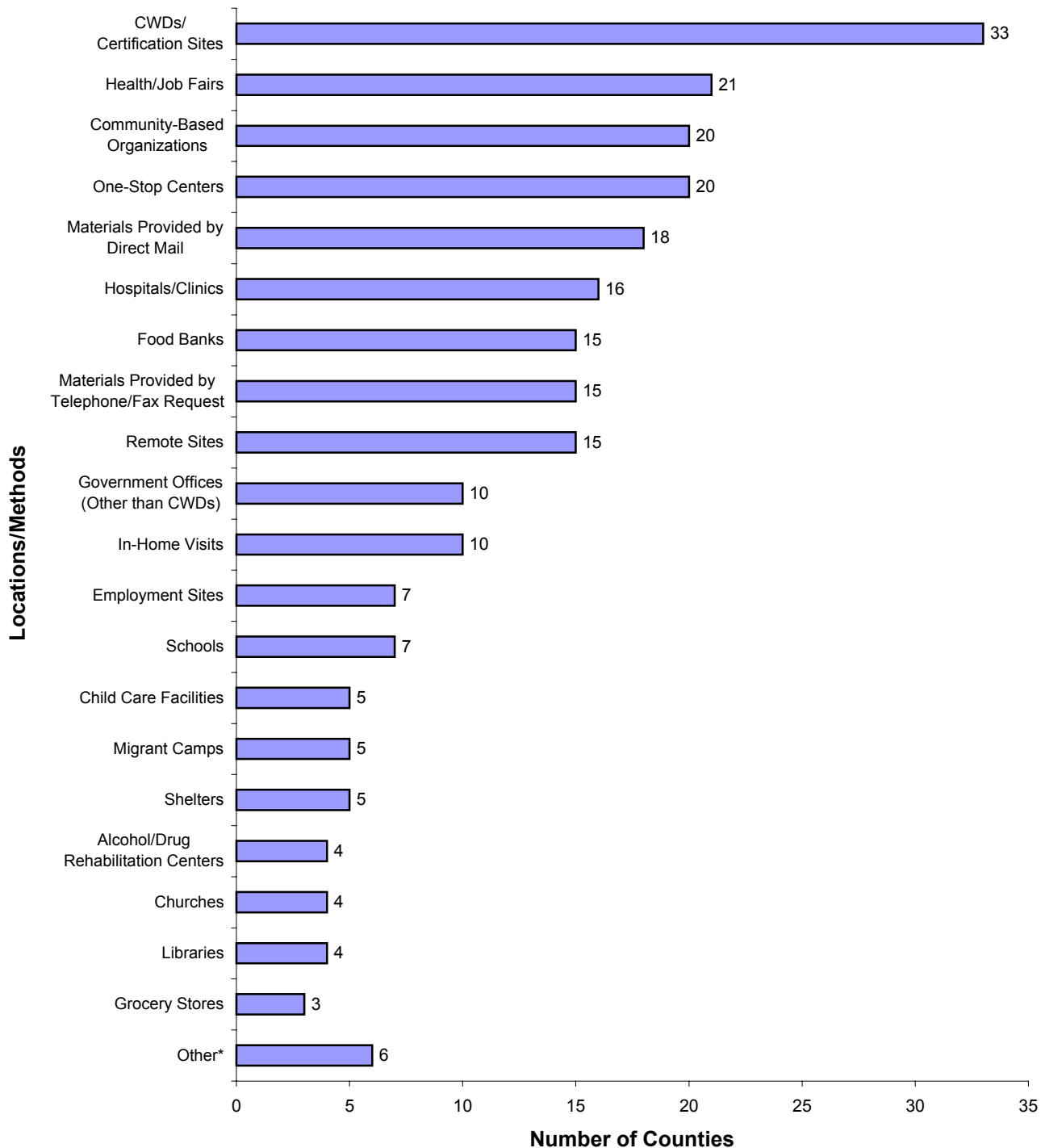


*For "Other" locations/methods, see Appendix A.

Distribution of Food Stamp Program Educational Materials for Noncitizens

July 1, 2003 to June 30, 2004

Multiple Responses Allowed

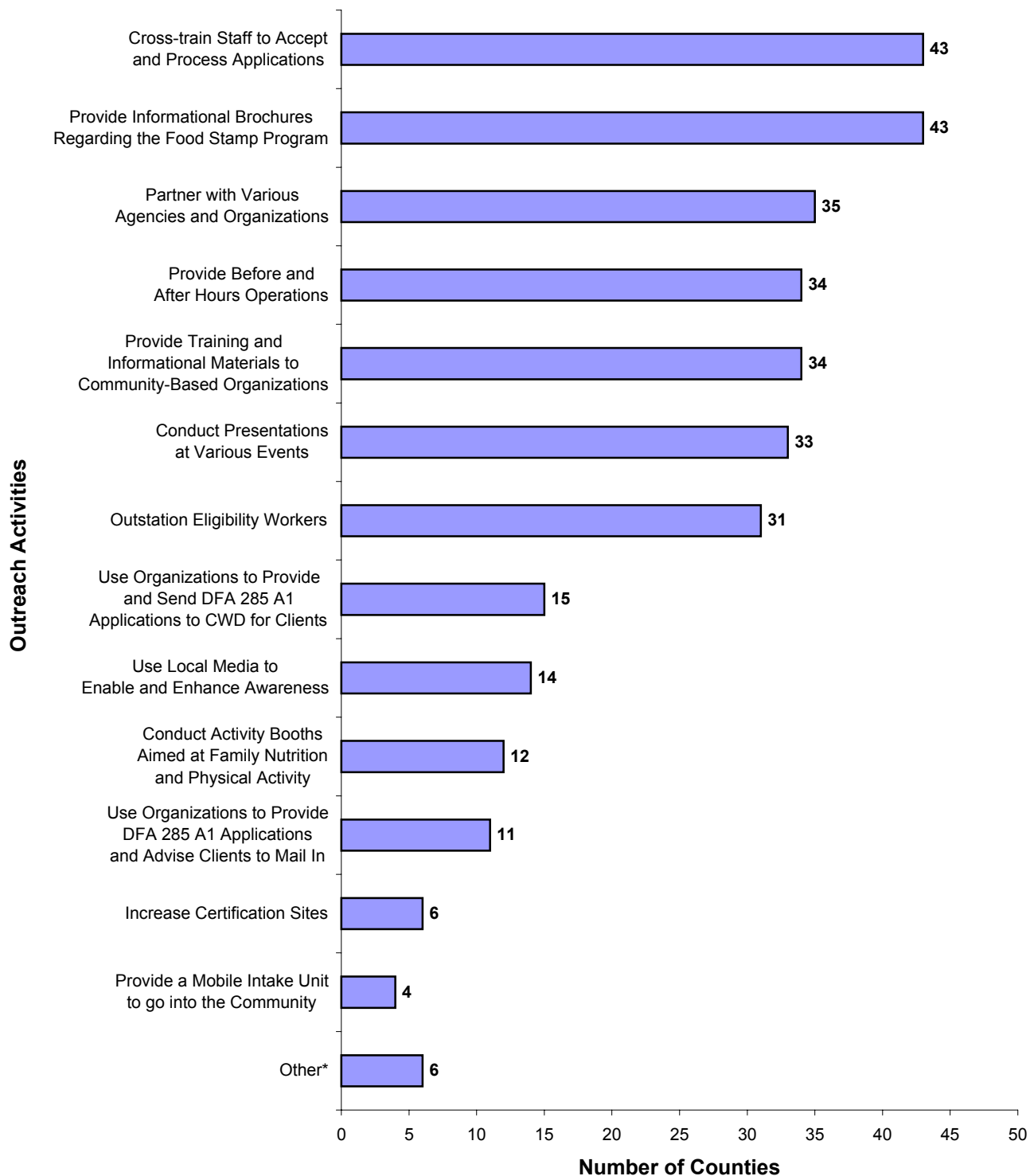


*For "Other" locations/methods, see Appendix A.

Food Stamp Program Outreach Activities Conducted by Counties

July 1, 2003 to June 30, 2004

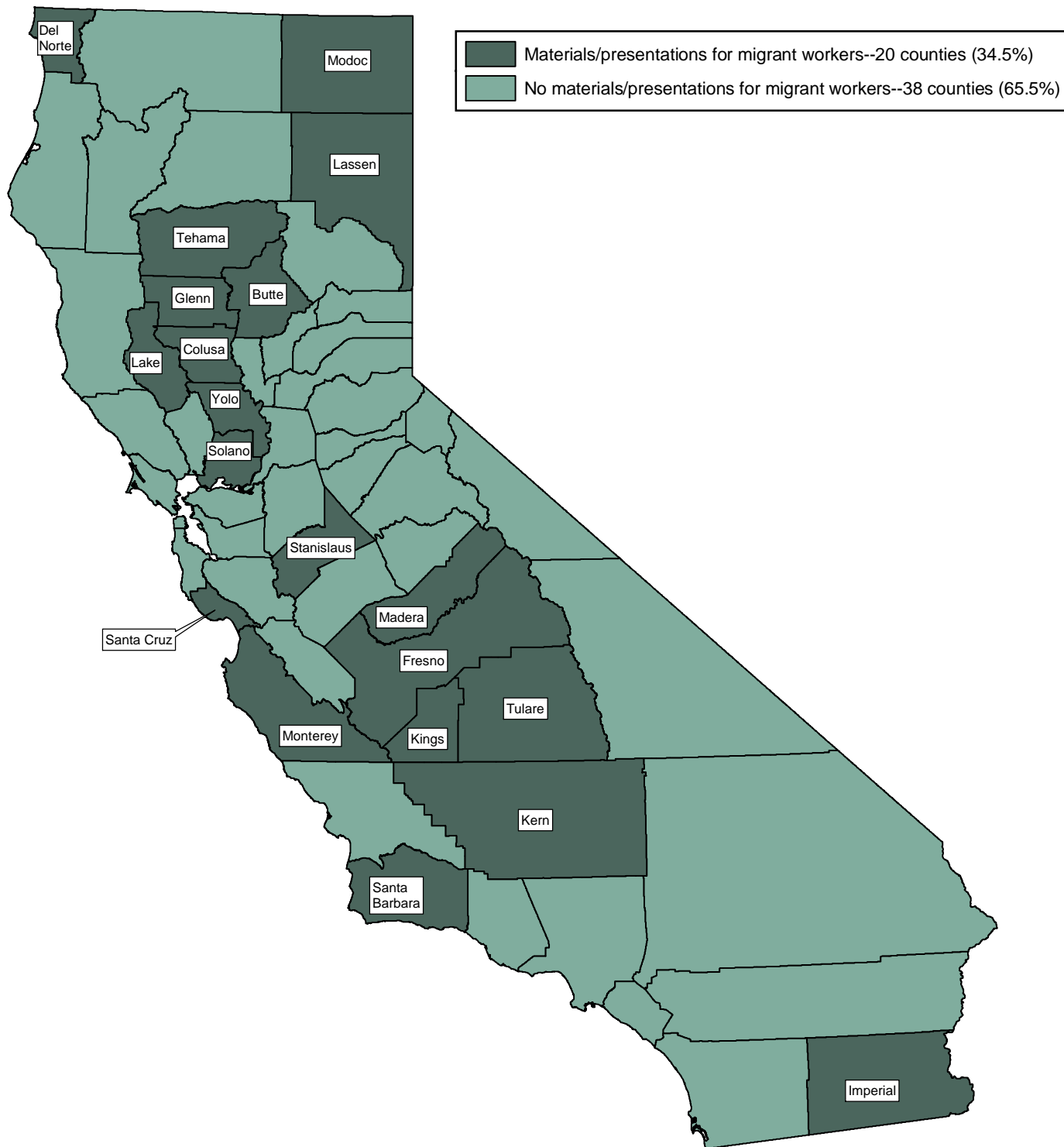
Multiple Responses Allowed



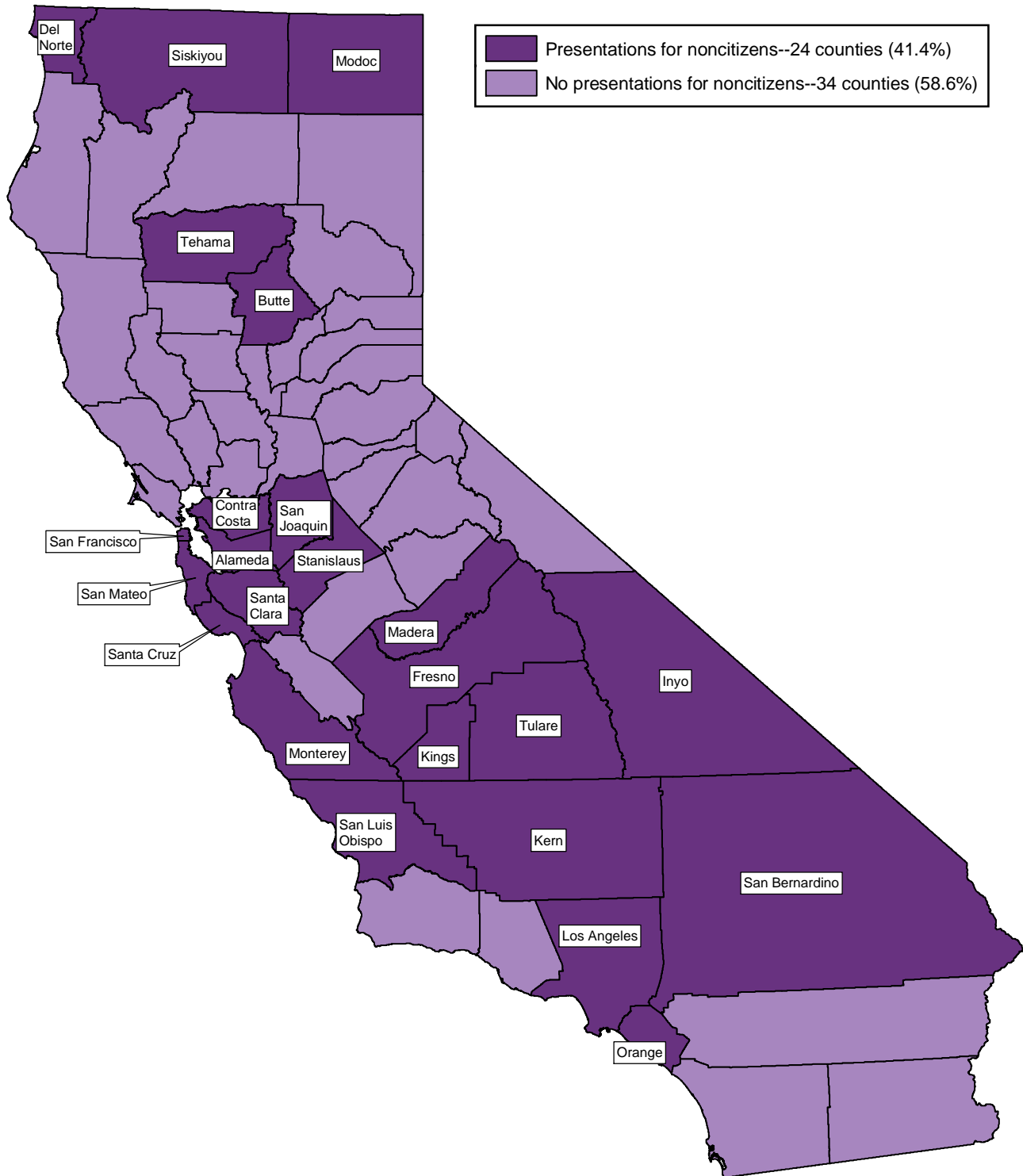
*For "Other" outreach activities, see Appendix A.
For the most effective outreach activities, see Appendix H-5.

Counties That Provided Educational Materials or Presentations to Sites/Organizations for Migrant Workers

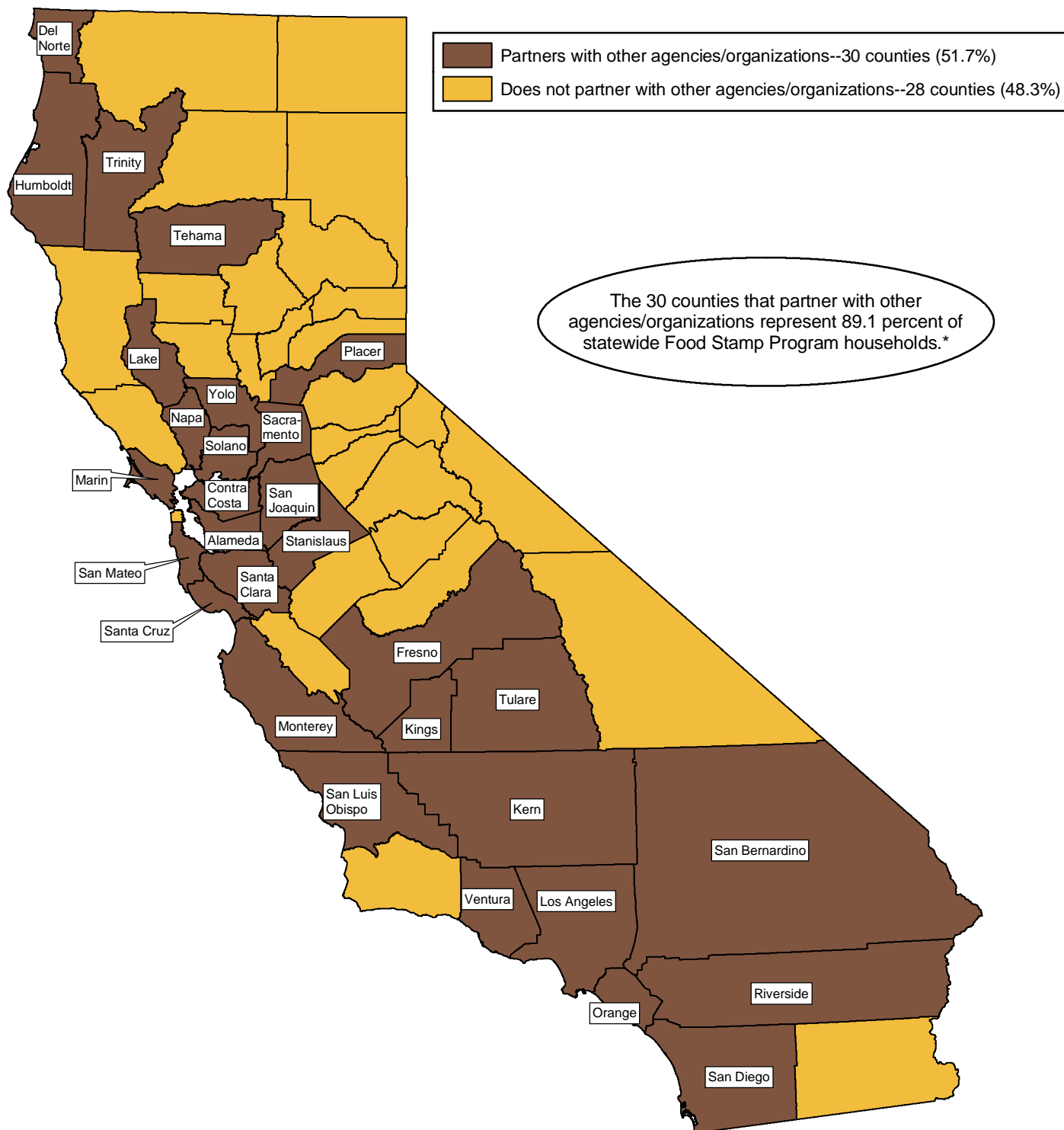
July 1, 2003 to June 30, 2004



Counties That Provided Educational Presentations to Sites/Organizations for Noncitizens

July 1, 2003 to June 30, 2004

Counties Utilizing a Committee/Task Force to Partner With Other Agencies/Organizations to Improve Food Stamp Outreach Efforts

July 1, 2003 to June 30, 2004

*Source: Food Stamp Program Participation and Coupon Issuance Report (DFA 256). The statewide average was computed based on monthly household totals for the 12-month period July 2003 through June 2004.

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APPENDIX A "Other" Responses

ITEM 1: Indicate how your county made food stamp applications accessible to clients.

COUNTY	"OTHER" METHODS OF ACCESSIBILITY TO FOOD STAMP APPLICATIONS
EL DORADO	TDD/TTY applications accepted California Relay Services (CRS) applications accepted
GLENN	For year 04/05 We will have applications available at the Family Resource Centers
KERN	Drop box outside CWD Certification sites for after hours
KINGS	Family Resource Centers
LOS ANGELES	Created a link from the DPSS website to the Federal Food Stamp Program website
MARIN	Employment Services and EDD are co-located with us and make direct referrals.
SAN BERNARDINO	Provided staff and applications at Red Cross shelters during the 2003 fire disaster. Co-locate some offices with other county agencies, such as WIC Participated in an FNS-sponsored outreach event at a local market.
SAN JOAQUIN	Community Resource Fairs
SAN LUIS OBISPO	AIDS Support & Hep C Network
SANTA CRUZ	some application sites (above) are provided via Second Harvest Food Bank outreach workers
TRINITY	U C Davis Outreach / FSNEP

ITEM 2: Indicate the translated languages (other than English) in which food stamp applications were available in your county.

COUNTY	"OTHER" NON-ENGLISH LANGUAGES
ALAMEDA	Farsi
EL DORADO	Spanish applications are stocked. Applications in other languages are downloaded from website when needed. Language Line Services, Inc. is used when interpreter/translation services is needed.
KERN	Use applications from CDSS Website as needed
KINGS	All others available upon request to Civil Rights Bureau
MARIN	We have master copies of other language applications and access to forms on the internet.
SAN BERNARDINO	All languages available on the CDSS web site
SAN DIEGO	CWD Staff assess client language needs and provide interpreter services as needed
STANISLAUS	Staff translate for Food Stamp Applications that are not available in specific languages
TRINITY	Spanish kept on hand; others available if needed
TUOLUMNE	We can access other languages from the Intranet
VENTURA	Tagalog

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A "Other" Responses

ITEM 3: Indicate how your county utilized staff to assist clients in completing food stamp application forms and answering questions.

COUNTY	"OTHER" METHODS OF APPLICATION ASSISTANCE AVAILABLE TO FOOD STAMP CLIENTS
DEL NORTE	Part-time outstation at clinic in Smith River
SAN BERNARDINO	Provided staff and info at shelters for victims of the 2003 fire disaster Provided applications and assistance at the FNS sponsored event at a local market
SAN JOAQUIN	Assist clients during face to face interview
STANISLAUS	Applications are taken whenever possible at Outreach Events

ITEM 4: Did your county provide outstationed food stamp eligibility workers at locations other than CWDs?

ITEM 4a: If you answered "YES" to Question 4, indicate the locations of outstationed eligibility workers.

COUNTY	"OTHER" LOCATIONS (OTHER THAN CWDs) OF OUTSTATIONED ELIGIBILITY WORKERS
KINGS	Family Resource Centers
ORANGE	FAMILY RESOURCE CENTERS
SAN BERNARDINO	Red Cross shelter (for victims of the '03 fire disaster)
SAN DIEGO	In collaboration with FEMA at diaster relief sites during San Diego Fire Storm 2003

ITEM 5: Prior to the implementation of transitional food stamp benefits, how did your county re-evaluate food stamp eligibility and/or benefit levels for recipients leaving CalWORKS?

COUNTY	"OTHER" METHODS OF RE-EVALUATION FOR FOOD STAMP ELIGIBILITY AND/OR BENEFIT LEVEL FOR RECIPIENTS LEAVING CALWORKS
SAN BERNARDINO	Scheduled apptointments by mail when needed
SAN FRANCISCO	Non-Assistance Food Stamp EW took referrals and converted cases

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A "Other" Responses

ITEM 8: Tell us about your county's distribution of food stamp educational materials:

A. In Column A, indicate *ALL* locations/methods your county utilized for distributing food stamp educational materials to clients.

B. In Column B, indicate if the location(s)/method(s) *INCLUDED MATERIALS AIMED AT NONCITIZENS*.

COUNTY	"OTHER" LOCATIONS/METHODS FOR DISTRIBUTION OF EDUCATIONAL MATERIALS TO FOOD STAMP CLIENTS	AIMED AT NONCITIZENS
BUTTE	Various community groups - speakers available	No
	Low Cost/No Cost Brochures at various sites, inc. F/S phone numbers	No
	Department Internet	No
KERN	Website for Kern County Department of Human Services	No
KINGS	Family Resource Centers	Yes
LAKE	Farmers Market	Yes
MARIPOSA	Community Information Fairs	No
ORANGE	WIC Sites	Yes
	SCHOOL READINESS COORDINATORS	Yes
	SENIOR CENTERS	Yes
SAN BERNARDINO	Red Cross Shelters (2003 fire disaster)	Yes
	Note: Methods checked above included both general info. and noncitizen material.	Yes
SANTA CLARA	Kiosk- One Stop	Yes
SANTA CRUZ	some sites above reached through USDA grant to Second Harvest Food Bank	Yes
YUBA	Beale Air Force Base	No
	Veteran's Stand Down	No
	Community Connections for recent Parolees	No

ITEM 9: Tell us about your county's food stamp outreach activities:

A. In Column A, indicate *ALL* the outreach activities that your county conducted regarding the food stamp program.

B. In Column B, check *ONLY ONE (the SINGLE MOST EFFECTIVE)* activity.

COUNTY	"OTHER" OUTREACH ACTIVITIES
BUTTE	Department Internet
LOS ANGELES	Provide informational flyers regarding the Food Stamp Program
ORANGE	CBO ASSISTS W/APP, CWD CONDUCTS INTERVIEW AT FRC (FAM RESRC CENTR)
SAN BERNARDINO	Provided staff and info. at Red Cross shelters for the 2003 fire disaster
	Presentations and info. for WIC and Behavioral Health staff
	Improved customer service
SANTA CRUZ	some sites above reached through USDA grant to Second Harvest Food Bank
YUBA	Veterans Stand down
	Community Connection for recent Parolees
	Local Air Force

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX A "Other" Responses

ITEM 10: Did your county provide educational materials or presentations to sites/organizations for *MIGRANT WORKERS*?

ITEM 10a: If you answered "YES" to Question 10, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL MATERIALS OR PRESENTATIONS FOR MIGRANT WORKERS
GLENN	Community Fairs & Harvest Festival in Hamilton City
KINGS	Family Resource Centers
LAKE	California Human Development Corporation - CHDC
SANTA BARBARA	Head Start
SANTA CRUZ	some sites were reached via Second Harvest Food Stamp outreach workers trained by the Human Resources Agency of Santa Cruz County
TEHAMA	Health Fairs, Cultural Awareness

ITEM 11: Did your county provide educational presentations to sites/organizations for *NONCITIZENS*?

ITEM 11a: If you answered "YES" to Question 11, indicate the sites/organizations.

COUNTY	"OTHER" SITES/ORGANIZATIONS FOR PROVIDING EDUCATIONAL PRESENTATIONS FOR NONCITIZENS
KERN	Scheduled events
	Community Information Program on local television station
	Migrant Job Fair
KINGS	Family Resource Centers
ORANGE	WIC Sites
	SCHOOL READINESS COORDINATORS
SAN BERNARDINO	We provide noncitizen information for all the same methods/locations listed in previous questions.
SANTA CRUZ	some sites were reached via Second Harvest Food Stamp outreach workers trained by the Human Resources Agency of Santa Cruz County
TEHAMA	Cultural Awareness

ITEM 16: Explain how the CWDs' certification sites' extended hours of operations have taken into consideration the needs of working recipients and indicate the extended hours, including lunch hours, for the sites specified in Question 15.

COUNTY	"OTHER" AVAILABILITY OF EXTENDED HOURS
HUMBOLDT	Phone interviews
SAN DIEGO	In-Home visits for shut-ins and Domestic Violence Shelters - hours vary.
SANTA BARBARA	phone
	home visit

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX B

Hotline Number and Days/Hours of Operation

ITEM 6: Indicate if your county maintained a "hotline" telephone number(s) that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities.

ITEM 6a: If you answered "YES" to Question 6, provide the "hotline" telephone numbers and days and hours of operation.

COUNTY	HOTLINE TELEPHONE NUMBER(S)	DAYS AND HOURS OF OPERATION
ALAMEDA	888 999-4772	24hrs
	510 628-7698	24hrs
BUTTE	1-800-499-9189	7 days / 24 hours per day
	1-800-499-9189	Live operator available 8 am-Noon / 1 pm- 5 pm Mon-Fri
FRESNO	(559) 453-4363	M-F, 8-5 p. m
HUMBOLDT	707-268-3471	7 days/24 hours (voice mail outside of office hours)
KERN	1-888-506-2200	Monday-Thursday, 7:30 am to 5:30 pm
	1-661-631-6000	Monday-Thursday, 7:30 am to 5:30 pm
	1-661-326-2840	Friday, 8:00 am to 5:00 pm
	1-800-690-1997	Friday, 8:00 am to 5:00 pm
LOS ANGELES	(877) 597-4777	Monday - Friday 8:00 am - 7:00 pm
MARIN	415-473-3560	8:00 - 4:30 with voice mail 24hours a day
MENDOCINO	UKIAH: 1-877-327-1711	24/7
	AUTO ATTENDANT: 707-463-7700	24/7
	FOR CONNECTION TO THE OFFICER OF THE DAY: 707-463-2437	M-F 7-12; 1-5
	FORT BRAGG: 1-877327-1677	24/7
	FOR CONNECTION TO THE OFFICER OF THE DAY: 707-962-1000	M-F 7-12; 1-5
PLACER	916 784 6000	24 hours a day
	530 889 7610	24 hours a day
RIVERSIDE	(800) 542-0542	24 hours/7 days a week
SACRAMENTO	(916) 874-2072	24 hrs (operator available from 8am to 5pm, M-F)
SAN BERNARDINO	Each district office (see Question #15 below) maintains a local number	Automated system (general & worker info) and voicemail available 24/7. Live staff available during normal office hours (see Question #15 below).
SAN DIEGO	866-262-9881	M-W-Th-F - 8am to 5pm & T - 9am to 5pm
SAN FRANCISCO	415 558-4186	24-7 voice mail - calls returned during normal business hours. Voice box has six languages, English, Spanish, Vietnamese, Tagalog, Russian, and Chinese.
SAN LUIS OBISPO	1-800-834-8002	Manned 8:00 to 5:00 pm. Monday through Friday. Messages recorded after hours and on weekends.
SANTA CRUZ	831-763-8500 (County office)	M-F, 8-5
	831-454-4166 (County office)	M-F, 8-6
	831-662-0991 (Second Harvest Food Bank)	M-F, 9-5
SISKIYOU	1-800-662-7031	M-F 8am - 5pm
SOLANO	1-800-400-6001	M-F 7-530
STANISLAUS	209-558-2777	During Office Hours (8-5 Monday through Friday)
	1-800-962-4468	During Office Hours (8-5 Monday through Friday)
	209-558-9000	24 Hour Automated Case Information
	1-866-852-2288	24 Hour Automated Case Information
TULARE	1-800-540-6880	M-Th 7:30-5:30, F 8-12
TUOLUMNE	209-768-7744 or 209-768-7746	Monday thru Friday 8am to 5pm
VENTURA	(805) 652-7601	M-F 8-5

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
ALAMEDA	Food Stamp Outreach Committee - "Building A Campaign"	Quarterly		Present in partnership with the Alameda County Community Food Bank to various CBO. Provide outreach material, trainings, application processing, solutions to any obstacles that may arise and creating new and inovative material to improve the FS participation rate in Alameda County.
	Food Stamp Outreach Training	Other	As needed for new CBO members.	I provide training and screening material to CBOs who wish to assist with FS outreach. Having this training for CBO's has assisted our county in receiving only those applications who are most likely eligible.
CONTRA COSTA	Food & Nutrition Policy Consortium	Quarterly		Conduct quarterly nutrition awarness activities in the community; train CBO volunteers in nutrition and basic food stamp education.
DEL NORTE	School Nutrition/Physical Activity Council	Monthly		Coordinated outreach for school and community based events
FRESNO	California Food Policy Advocates	Monthly		Information sharing, training, distribution of food stamp outreach material, reviewing best practices.
HUMBOLDT	Food Stamp Task Force (with Food Bank, Project Lean, and Family Resource Centers)	Quarterly		Health Fairs, radio ads, and still trying to get accurate FS info out into the community
	Public Health Nurses	Quarterly		Public health nurses are targeting the elderly for participation in the Food Stamp program
KERN	Neighborhood Partnerships (Network for Children)	Monthly		Information shared at monthly meetings. Sponsors community events.
	Medical Outreach Clinic Committee	Monthly		Information shared at monthly meetings. Outstation eligibility workers at health clinics.

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
KINGS	Various Family Resource Centers (FRC's)	Monthly		Provided information and participated in information fairs. Provided guidance to organization and families receiving services.
	Various Healthy Start Programs	Monthly		Take applications weekly and provided information at healthy start sites throughout the county.
LAKE	Hunger Task Force	Monthly		Make a different day at food stores. Canning Project at Community Garden. 3 days at 3 locations.
	Healthy Start	Monthly		Participate on collective committee which provide information & assistance to the Healthy Start Program.
	UCCE- University of California Cooperative Extension	Monthly		Food Stamp Nutrition Education Program
LOS ANGELES	Health and Nutrition Access Workgroup	Monthly		Provide updates of Food Stamp ongoing outreach activities. Discuss potential barriers and resolutions to increase participation.
	DPSS, Dept. of Health Services, University of California Cooperative Extension, California Food Policy Advocates, Eat 5 A Day and the Nutrition Network	Other	Weekly	Developed a nutritional guide to Food Stamp participants which provide basic nutrition information including the health benefits of maintaining a healthy weight.
	DPSS and Big Saver Foods Markets	Other	Weekly	Developed and distributed flyers to all shoppers at three Big Saver Foods Markets locations. Conducted a two-day prescreening Food Stamp outreach event.

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
MARIN	Public Health Nutrition	Quarterly		Developed and mailed Nutrition Information to clients based on previous Nutrition Survey in collaboration with Public Health Nutritionists.
	Leadership Council	Monthly		Share information with the leadership of all Depts. In Health and Human Services re: FS benefits available for citizens/non-citizens
MONTEREY	Central Coast Hunger Coalition	Monthly		Meet and discuss local issues regarding hunger and food security in the tri-county area. Various non-profits and Faith based organizations.
	S.C.O.R.E.- South Co. Outreach Efforts	Monthly		Discuss various community events to assist residents in a wide range of family related issues (food, health, shelter, etc.)
	Alliance on Aging	Other	Yearly	Alliance coordinates a yearly "Benefits Check-up Day" for local seniors. They request eligibility staff to assist customers with Medi-Cal and Food Stamp applications
	Alisal Union School District	Quarterly		Attends various events; ESL classes, Koffee Klatches, Parent information nights, Teen Summits, ECE classes
NAPA	Safety Net Food Committee	Monthly		Stakeholders from various agencies (Food Bank, Meals on Wheels, FS office, etc) met to discuss access to food, needs of community, and share resources.
ORANGE	Food Promotion and Outreach Collaborative	Monthly		Develop and distribute outreach materials; identify under/unserved populations; coordinate FS promotion and outreach activities
	SSA/CAP Food Stamp Outreach	Monthly		Coordinate CAPOC outreach with SSA availability to conduct application assistance and eligibility interviews at Family Resource Centers
	Family Resource Center Community Forum	Quarterly		Planning collaborative to influence countywide services to children and families.
PLACER	UC Coop. Extension	Monthly		Monthly meetings and nutritional fairs with Placer County Nutritional Outreach Network
RIVERSIDE	Food Assistance Network	Quarterly		Improve the access to food, nutrition education and physical activity for children ages -5.0

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SACRAMENTO	Hunger Commission	Monthly		Sacramento County has several representatives on the Sacramento County/Cities Hunger Commission. The Commission is comprised of representatives from emergency food providers/ suppliers, business and advocacy organizations, and several other government agencies. The Commission serves in an advisory and advocacy capacity to local government. One of the goals is to improve utilization of existing resources, particularly of federal assistance programs, such as the Food Stamp Program. Sacramento County has worked collaboratively with the Hunger Commission on several food stamp outreach projects. The Hunger Commission has recently assisted Sacramento County in distributing copies of USDA outreach materials and copies of a food stamp video that Sacramento County produced.
SAN BERNARDINO	City Attorney	Quarterly		Coordinate services to assist homeless residents in obtaining housing and food stamp benefits.
	Redlands School District	Monthly		Coordinate efforts to stress the importance of school activities.
SAN DIEGO	Metro Area Providers of Soc Svcs	Other	As Invited	FNS overview & Updates; provide materials, brochures and applications
SAN JOAQUIN	King School Community Collaborative	Quarterly		Information sharing
SAN LUIS OBISPO	San Luis Obispo Community Foundation Outreach Collaboration	Monthly		Meeting with the Community Foundation, Food Bank, Food Bank, Brown Bag, Harvest Bag and Salvation Army to organize improved Food Stamp outreach activities. This included involvement in a Hunger Awareness Telethon broadcast on Public Access TV.
	3 Regional Outreach groups	Monthly		Meet to discuss regional activities
	Department wide Food Stamp Outreach Committee	Monthly		Coordinate activities countywide

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APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
SAN MATEO	Health Insurance Committee	Quarterly		Coordinate Medi-Cal and Food Stamp Outreach at community events.
SANTA CLARA	Safety Net Committee	Monthly		Works to ensure that there is a safety net to meet the basic needs of the community (shelter, food, utilities, and transportation).
	CalWORKs Advisory/ Refugee Immigrant Forum	Other	As needed	Provide updates and presentations regarding any changes in program.
SANTA CRUZ	Second Harvest USDA Outreach Grant Committee	Other	meetings held as needed; quarterly data reports provided to Second Harvest; food stamp regulation assistance and follow-up on specific applications provided to Second Harvest staff as needed.	Application coding and tracking; data tracking & quarterly data reports; food stamp eligibility and issues training to Second Harvest outreach staff; ongoing support for food stamp procedural questions and follow-up on specific cases; dissemination of public charge information;
	First Five/Family Resource Centers	Monthly		This committee has held 2 Resource Fairs this year for all community groups to share information on activities and services, including requirements and information about the food stamp program.
SOLANO	WELFARE REFORM PARTNERSHIP	Monthly		INFORMATION SHARING AND ACTIVITY/OUTREACH PLANNING
	FOOD GROUPIES	Monthly		INFORMATION SHARING AND ACTIVITY/OUTREACH PLANNING
	S.N.A.K.	Monthly		NUTRITIONAL OUTREACH PLANNING

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX C

Committee/Task Force Name, Frequency of Meetings and Activities

ITEM 12: Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

ITEM 12a: If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings and activities.

COUNTY	COMMITTEE/ TASK FORCE NAME	FREQUENCY OF MEETINGS	"OTHER" FREQUENCY OF MEETINGS	ACTIVITIES
STANISLAUS	Senior Flu Clinics	Other	October and November	Collaboration between Health Services Agency, Area on Aging and CSA
	Community International Faire	Other	Annually in the Spring	Collaboration and Community Outreach at local parks
	Westside Collaborative	Monthly		Collaboration and Community Outreach, neighborhood based service delivery
	El Concilio	Monthly		Collaboration and Community Outreach
	Hispanic Chamber of Commerce	Monthly		Collaboration on Community Needs and Outreach Activities
TEHAMA	Latino Outreach	Monthly		Community Liasion
TRINITY	Hunger Committee	Quarterly		Share information and some materials, regarding hours of operation and food program
TULARE	Tulare County Nutrition Collaborative	Monthly		Provided Food Stamp eligibility education to WIC, Department of Education Nutrition Assistance Program, Food Link and Senior Services.
VENTURA	Oxnard Networking Committee	Monthly		Community Education: Discussion of services provided by participation of Community Based Organizations
YOLO	Public Health	Other	Semi-Annually	Nutrition Workshops are led by the Public Health staff at the DESS locations. How to plan nutritious meals and apply for FS.
	UCDavis received a grant to conduct outreach at grocery stores in Yolo county.	Bi-Monthly		UCD students passed out information regarding nutrition and FS apps to customers .

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX D

Description of Outreach Activities and Implementation Dates

ITEM 13: Did your county indicate any future plans for food stamp program outreach activities in last year's survey (distributed via ACIN I-32-03)?

ITEM 13a: If you answered "YES" to Question 13, describe the planned activities, answer "YES" or "NO" regarding whether they were implemented by June 30, 2004, and provide the date if implemented.

COUNTY	DESCRIPTION OF PLANNED OUTREACH ACTIVITIES REPORTED IN LAST YEAR'S ANNUAL SURVEY	IMPLEMENTED?	IMPLEMENTATION DATE
GLENN	Have Scheduled Appointments at the Resource Centers	No	
KERN	Participation at local job fairs and schools	Yes	Throughout the year
	Expansion of food stamp applications taken by MediCal Outreach workers	Yes	Throughout the year
	Outreach funding in schools through National Health Services	No	
KINGS	Participated in Community events and FRC sites throughout the county.	Yes	July 1, 2003
LASSEN	Staff travel to outlying areas where new Family Resource Centers are located as needed.	Yes	June 2004
LOS ANGELES	Food Stamp/Medi-Cal Outreach Pilot - sending eligibility workers from two district offices to non-traditional sites, such as food pantries and senior centers, to take applications.	Yes	July 2003
	Development of a nutritional guide for Food Stamp participants	Yes	June 2003
	Created a link from the DPSS to FNS website so applicants could use the pre-screening tool.	Yes	June 2003
MARIN	Refer to Question 12a re: Public Health Nutrition collaboration	No	
MENDOCINO	Implement Employer Outreach Project: information packets describing Food Stamps for local business for them to supply to their employees	No	
MONTEREY	Described continuing efforts for FS outreach in Monterey County.	Yes	Ongoing activities July 2003 <input type="checkbox"/>

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APPENDIX D

Description of Outreach Activities and Implementation Dates

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ITEM 13a: If you answered "YES" to Question 13, describe the planned activities, answer "YES" or "NO" regarding whether they were implemented by June 30, 2004, and provide the date if implemented.

COUNTY	DESCRIPTION OF PLANNED OUTREACH ACTIVITIES REPORTED IN LAST YEAR'S ANNUAL SURVEY	IMPLEMENTED?	IMPLEMENTATION DATE
SACRAMENTO	Sacramento County printed 10,000 copies of two USDA outreach posters and will distribute the posters on an ongoing bases.	Yes	Oct. 2003 (ongoing)
	Sacramento County will meet annually with homeless providers to distribute food stamp application (DFA 285A-1) and to answer questions regarding food stamp eligibility	Yes	Oct. 2003 (ongoing)
	Sacramento county will provide training to homeless providers regarding eligibility and application process in Oct. 2003	Yes	Oct. 2003 (ongoing)
SAN BERNARDINO	Coordinate with WIC to reach target population.	No	
	Working with a local CBO (DHS grant recipient) to promote FS participation.	Yes	10/03
SAN DIEGO	County-Wide Presentations at CBO's, schools, nutrition centers, elder centers, child care centers.	Yes	07/01/03 thru 06/30/04
	Develop CWD Food Stamp Web Site	Yes	09/03
SAN FRANCISCO	1. Outreach to homeless, elderly, and/or disabled regarding the restaurant meal pilot.	Yes	Su ☐ Summer, Fall 2003 & ongoing
	2. Outreach to the immigrant community regarding eligibility for food stamps.	Yes	Summer, Fall 2003 and Summer, Fall 2003 & ongoing
SAN JOAQUIN	Participate in community fairs	Yes	Invitation only thru-out the year
	Training for community and school groups	Yes	Invitation only thru-out the year
SANTA CLARA	Mobile Van to do Food Stamp applications at various CBO's	Yes	August 1, 2003
SANTA CRUZ	Health Care Outreach and WIC	No	

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APPENDIX D

Description of Outreach Activities and Implementation Dates

ITEM 13: Did your county indicate any future plans for food stamp program outreach activities in last year's survey (distributed via ACIN I-32-03)?

ITEM 13a: If you answered "YES" to Question 13, describe the planned activities, answer "YES" or "NO" regarding whether they were implemented by June 30, 2004, and provide the date if implemented.

COUNTY	DESCRIPTION OF PLANNED OUTREACH ACTIVITIES REPORTED IN LAST YEAR'S ANNUAL SURVEY	IMPLEMENTED?	IMPLEMENTATION DATE
STANISLAUS	MJC/Public Health/CSA-Health Training for Foster Parents	Yes	February 21, 2004
	A Health and Safety Fair, Soroptimist International	Yes	March 6, 2004
	Healthy Kids Day YMCA of Stanislaus	Yes	April 3, 2004
	5 De Mayo Celebration/Hispanic Chamber of Commerce	Yes	May 2, 2004
VENTURA	Collaborate with county programs to reach populations that may be eligible to food stamp benefits.	No	
	Collaborate with Public Health and School Districts to reach populations that may be eligible to food stamp benefits.	No	
YOLO	UCD conducted surveys regarding nutrition and assisted in handing out/completing FS applications.	Yes	06/03 to 10/03

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX E

Outreach Activities Planned for SFY 2004/2005 and Implementation Dates

ITEM 14: Does your county have any food stamp outreach activities planned for implementation during the next annual survey period, SFY 04/05 (July 1, 2004 through June 30, 2005)?

ITEM 14a: If you answered "YES" to question 14, describe the planned activities that are to be implemented by June 30, 2005, and provide the estimated implementation dates.

COUNTY	DESCRIPTION OF OUTREACH ACTIVITIES	ESTIMATED IMPLEMENTATION DATE (SFY 04/05)
ALAMEDA	Follow to ensure the customer completes the second part of the application after the first part has been submitted from a CBO.	July 04
DEL NORTE	Continue outreach at school and community events, coordinated with School Nutrition/Physical Activity Council	on-going activity
GLENN	We plan to have workers scheduled with appointments at the FRC's when they are completed.	12-04
KERN	Outreach-Nutrition Education Workshops provided by County Department of Public Health	July 27, 2004
	Community events, job fairs, etc.	Scheduled during yr.
KINGS	Continue expansion of services at FRC's throughout the county	July 1, 2004
LOS ANGELES	Potential EBT enhancement - Limited Access Card.	December 2004
	Prepared Meals Project for elderly, disabled, and homeless Food Stamp households and individuals.	November 2004
	Expand Food Stamp Outreach with Grocery Stores	December 2004
MARIN	We will continue to collaborate with Public Health in the nutritional education of clients.	Ongoing
MONO	Health fair at local hospital	July 24, 2004
MONTEREY	Continue Food Stamp Outreach, linking Medi-Cal with the nutrition and health message.	July 1, 2004
NAPA	Distribute flyers/brochures about food programs/resources in Napa county.	August, 2004
	Attend a health fair	September, 2004
SACRAMENTO	Distribution of Food stamp outreach posters, brochures. We'll do this with assistance from the Hunger Commission. Materials will be distributed at health fairs, Birth & Beyond. Community centers, community events, schools, and churches.	SFY 04/05 (ongoing)
	Outreach effort with the Greater St. Stephen Baptist Church. Goals of the project are to increase consumption of fruits and vegetables & increase food stamp participation. This project will target African Americans in the 95823, 95824, & 95828 zip codes.	July 2004
	Sacramento County is in the process of setting up an outreach project with a local food bank. Volunteers will use the food stamp eligibility pre-screening tool and will the food stamp application available to potential applicants.	Aug. 2004
SAN BERNARDINO	FNS sponsored outreach events at local markets (Cardenas Market)	12/04

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APPENDIX E

Outreach Activities Planned for SFY 2004/2005 and Implementation Dates

ITEM 14: Does your county have any food stamp outreach activities planned for implementation during the next annual survey period, SFY 04/05 (July 1, 2004 through June 30, 2005)?

ITEM 14a: If you answered "YES" to question 14, describe the planned activities that are to be implemented by June 30, 2005, and provide the estimated implementation dates.

COUNTY	DESCRIPTION OF OUTREACH ACTIVITIES	ESTIMATED IMPLEMENTATION DATE (SFY 04/05)
SAN DIEGO	Continue to be available to Community Based Organizations and others to present FSP overview	As requested
	Work with Public Health to expand outreach through public health clinics	January 2005
SAN FRANCISCO	Two organizations in San Francisco applied for Food Stamp Outreach grants	Anticipated Fall 2004
	Ongoing outreach to potentially eligible low income San Franciscans	Continuously
SAN LUIS OBISPO	We will continue to provide and expand outreach via the three regional outreach committees in the county	Ongoing
SAN MATEO	Continuation of outreach activities at community events.	On-going
SANTA CLARA	Continue and expand the use of the mobile van	August 1, 2004
SOLANO	MIGRANT CAMP OUTSTATION APPLICATIONS	03/05
	SHELTER OUTSTATION APPLICATIONS	ONGOING WEEKLY
	SOLANO COUNTY FAIR INFORMATION BOOTH	07/04
	VARIOUS FSP MEETINGS WITH UC EXTENTION, FOOD BANKS, AND NUTRITION SERVICES	ONGOING MONTHLY
STANISLAUS	Healthy Aging Summit/Healthy Aging Association, International Faire	Fall 2004
	Health Training for Foster Parents	Early Spring 2005
	Health and Safety Faire, Healthy Kids Day, Four Footed Fun Fair, 5 De Mayo Celebration	Spring 2005
	Apricot Festival and Health and Street Faires in all 9 Cities in Stanislaus County	2004/2005
TRINITY	FSNEP worker wil visit homes and distribute DFA 285 A1 as needed	07-01-04
VENTURA	Develop an outreach plan; identifying venues and events for community outreach	10/04
	Develop program brochures, and a FS Video both in English and Spanish for outreach	12/04
	Develop data collection and reporting to monitor and assess the effectiveness of outreach	12/04
	Collaborate and partner with Ventura County Food Share regarding outreach activities	01/05
YOLO	Providing CBO's, other Gov. agencies, schools, Food Banks, Food Closets with FS information regarding the program and how to apply	Sept 2004
	When elementary and middle schools hold Community Resource Fairs, staff is sent and Food Stamp info is handed out to the families.	Sept 2004
YUBA	Annual WIC Fair -	May 2005
	Annual Veteran's Stand Down	September 2004
	Community Connections	Monthly

Note: All responses are listed verbatim. No changes were made to the text.

APPENDIX F Statewide Certification Sites

Number of Certification Sites by County Size*

31 SMALL COUNTIES		
1	Alpine	10 Nevada
1	Amador	4 Placer
1	Calaveras	1 Plumas
4	Colusa	1 San Benito
1	Del Norte	6 San Luis Obispo
6	El Dorado	8 San Mateo
2	Glenn	4 Santa Cruz
3	Humboldt	2 Sierra
3	Inyo	2 Siskiyou
1	Lake	1 Sutter
2	Lassen	2 Tehama
2	Marin	2 Trinity
2	Mariposa	1 Tuolumne
2	Modoc	2 Yolo
4	Mono	2 Yuba
4	Napa	

Total = 87 sites
Average/County = 2.8

18 MEDIUM COUNTIES	
2	Butte
8	Contra Costa
8	Imperial
2	Kings
3	Madera
2	Mendocino
3	Merced
3	Monterey
5	San Francisco
1	San Joaquin
5	Santa Barbara
8	Santa Clara
3	Shasta
5	Solano
3	Sonoma
7	Stanislaus
16	Tulare
10	Ventura

Total = 94 sites
Average/County = 5.2

9 LARGE COUNTIES	
6	Alameda
22	Fresno
8	Kern
31	Los Angeles
13	Orange
12	Riverside
40	Sacramento
16	San Bernardino
15	San Diego

Total = 163 sites
Average/County = 18.1

County Size Definition:

Small Counties: 4,999 or fewer FSP Households
Medium Counties: 5,000 - 24,999 FSP Households
Large Counties: 25,000 or more FSP Households

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX F

Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

COUNTY	S I Z E	Sites Per Days, Hours and Services	DAYS/HOURS OF OPERATION			Sites with Extended Hours Per County
			Days	Regular Hours/Extended Hours	Service Codes	
ALAMEDA	L	6	M-F	8:30AM - 5:00PM	ALL	6
ALPINE	S	1	M-F	8:00am - 5:00pm, After hours available upon request	ALL	1
AMADOR	S	1	M-F	8:00AM - 5:00PM	ALL	1
BUTTE	M	2	M-F	7:30am - 5:00pm, Expanded Hours - May be seen at 7:00am or after 5:00pm by appointment	ALL	2
CALAVERAS	S	1	M-F	9:00AM to 4:00PM	ALL	1
COLUSA	S	1	M-F	8:00AM - 4:30PM	ALL	4
		2	M-F	8:30AM - Noon; 12:30PM - 4:30PM	ALL	
		1	M-F	8:00AM - 11:30AM; Noon - 4:00PM	ALL	
CONTRA COSTA	M	3	M-F	8am -12noon & 12:30pm - 5:00pm, Workers will see clients between 12:00 -12:30 as needed.	ALL	1
		1	M-F	8am -12:00 & 12:30 - 5:00pm, Workers will see clients before and after business hours as needed.	ALL	
		1	M-F	7AM - 6PM	ALL	
		1	M-F	8AM - 12:00 and 12:30 - 5:00PM	ALL	
		2	M-F	8AM - 5PM	ALL	
DEL NORTE	S	1	M-F	8:00AM - 12:00N and 1:00PM - 5:00PM	ALL	0
EL DORADO	S	6	M-F	8:00AM - 5:00PM	ALL	6
FRESNO	L	7	M-F	8AM - 5PM	ALL	1
		1	M,T,Th,F	8AM - 5PM	ALL	
		1	2nd & 4th Tue	9AM - 12NOON	ALL	
		2	M,T, Th,F	9:30AM - 3:30PM	ALL	
		1	M,T	9AM - 3PM	ALL	
		1	T,Th	9AM - 12NOON	ALL	
		1	M-F	9AM - 3PM	ALL	
		1	4th. Thur	1PM - 4PM	ALL	
		1	1st Thur	9AM - 11AM	ALL	

APPENDIX F

Statewide Certification Sites

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Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

COUNTY	S I Z E	Sites Per Days, Hours and Services	DAYS/HOURS OF OPERATION			Sites with Extended Hours Per County
			Days	Regular Hours/Extended Hours	Service Codes	
FRESNO	L	1	1st Mon	9AM - 11AM	ALL	
		1	M, W, F	9AM - 3PM	ALL	
		1	Wed	9AM - 3PM	ALL	
		1	Last Wed	9AM - 3PM	ALL	
		1	Mon	9AM - 3PM	ALL	
		1	M-F	8AM - 6PM	ALL	
GLENN	S	2	M-F	8am - 5pm (5PM - 7PM every Wednesday)	ALL	2
HUMBOLDT	S	1	M-Th	8:30-12, 1-5	ALL	1
			F	10-12, 1-5		
		2	M-F	8:30-12:30, 1-5	ALL	
IMPERIAL	M	2	M-F	7:00AM - 5:00PM	ALL	8
		2	M, T, W & every other F	7AM - 5PM	ALL	
		1	M, W, F	7:00AM - 5:00PM	ALL	
		1	T, W	9:00AM - 4:00PM	ALL	
		1	T, F	7:00AM - 5:00PM	ALL	
		1	Every other Th	9:00AM - 4:00PM	ALL	
INYO	S	1	M-F	8:00AM - 5:00PM	ALL	3
		1	M-F	9:00AM til 12:00, 1:00 PM til 5:00	ALL	
		1	M-F	Hours vary due to temperature	AP	
KERN	L	8	M-Th	7:30AM - 5:30PM	ALL	8
KINGS	M	1	M-F	8:30AM - 4:00PM	ALL	2
		1	M-F	8:00AM - 4:00PM	ALL	
LAKE	S	1	M-F	8am-4pm--Other hours by appointment	ALL	1
LASSEN	S	2		8:00am to 5:00pm and by appointment, except Holidays	ALL	2
LOS ANGELES	L	29	M-F	7:00am -3:00 pm	ALL	2
		2	M-F	7:00am -3:00 pm	ALL	
			Wed	3:00PM - 6:30PM		
MADERA	M	3	M-F	8AM to 5PM	ALL	3

APPENDIX F

Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

DAYS/HOURS OF OPERATION						
COUNTY	S I Z E	Sites Per Days, Hours and Services	Days	Regular Hours/Extended Hours	Service Codes	Sites with Extended Hours Per County
MARIN	S	1	M-F	8:00 am - 4:45 pm	ALL	2
		1	M-F	8:30am - 12:00pm; 1:00PM - 5:00PM	ALL	
MARIPOSA	S	1	M-F	9 a.m. to 4 p.m.	ALL	1
		1	2nd & 4th Wed	9 a.m. to 1 p.m.	AP, AA	
MENDOCINO	M	2	M-F	7-12; 1-5	ALL	2
MERCED	M	1	M-F	8am - 5pm	ALL	1
			Thursdays	8am - 7pm		
		2	M-F	8am - 5pm	ALL	
MODOC	S	1	M-F	10am - 12pm, 1:00pm - 4:00pm	ALL	1
		1	M-F	8:00am - 12:00pm 1pm - 5pm	AP	
MONO	S	4	M-F	8:00am - 5:00pm	ALL	4
MONTEREY	M	3	M-F	8:00am to 5:00pm	ALL	3
NAPA	S	3	M-F	8am - 5pm	ALL	4
		1	M-F (Wed 8-8 but not all services avail.)	8am - 5pm	ALL	
NEVADA	S	1	M-F	8:00am - 4:00pm	ALL	1
		2	M-F	8:00am - 12:00pm & 1:00pm - 5:00pm	ALL	
		1	M-F	7:30am - 12:00pm & 1:00pm - 4:30pm	ALL	
		1	1st, 3rd, and 5th Th	9:00am - 11:30am	ALL	
			2nd Thurs	9:00am - 10:30am		

APPENDIX F Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

COUNTY	S I Z E	Sites Per Days, Hours and Services	DAYS/HOURS OF OPERATION			Sites with Extended Hours Per County
			Days	Regular Hours/Extended Hours	Service Codes	
NEVADA	S	1	2nd Thurs	10:30am - 12:30pm	ALL	
		1	3rd Thursday	10:30am - 12:30pm	ALL	
		1	Tuesdays	1:00pm - 3:30pm	ALL	
		1	Wednesdays	1:00pm - 4:00pm	ALL	
		1	Fridays	7:30am - 12:00pm & 1:00pm - 4:00pm	ALL	
ORANGE	L	13	M-F	7:00 am -5:00 pm	ALL	13
PLACER	S	2	M-F	8 - 5	ALL	3
		1	M-F	8 - 12 and 1-5	IC	
		1	M-F	8 - 12 and 1-5	ALL	
PLUMAS	S	1	M-F	8 AM TO 5 PM	AP, AA, ESS	1
			M-F	8 AM - NOON & 1 PM TO 5 PM	IC	
RIVERSIDE	L	12	M-Th	7:00am through 5:30pm	ALL	12
			F	8:00am through 5:00pm		
SACRAMENTO	L	1	M	8am to 6pm	ALL	9
			Tu-F	Tues. - Fri. 8am to 6pm		
		1	Tu	8am to 8pm	ALL	
			MWThF	8am to 5pm		
		1	M-F	7am to 5pm	ALL	
		4	M-F	7:30am to 5pm	ALL	
		1	M-F	7:30am to 5pm	AP, IC, ESS	
		22	M-F	8am to 5pm	ALL	
		3	M-F	8am to 5pm	AP, IC, ESS	
		2	M-F	8:30am to 5pm	AP, IC, ESS	
		1	Mon	5am to 6:30 pm	ALL	
			Tu-F	8am to 5pm		
		1	M-F	7:30am to 4pm	AP, IC, ESS	

APPENDIX F

Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

DAYS/HOURS OF OPERATION						
COUNTY	SIZE	Sites Per Days, Hours and Services	Days	Regular Hours/Extended Hours	Service Codes	Sites with Extended Hours Per County
SACRAMENTO	L	2	M-F	8:30am to 4:30 pm	AP, IC, ESS	
		1	M-F	8am to 9pm	ALL	
SAN BENITO	S	1	M-F	8am - 5pm	ALL	0
SAN BERNARDINO	L	1	M-F	9am-4pm and as needed 7-9am	ALL	16
		5	M-F	M-F, 9am-4pm and by appt. 7-9am & 4-6pm	ALL	
		6	M-F	M-F, 9am-4pm and by appt. 7-9am & 4-5:30pm	ALL	
		1	M-F	M-F, 9am-4pm and by appt. 7-9am & 4-5pm	ALL	
		1	M-F	M-F, 9am-4pm and by appt. 7-9am & 4-5:45pm	ALL	
		1	M-Th & alternating Fri	9am-4pm and by appt. 7-9am & 4-5pm	ALL	
		1	M-Th & alternating Fri	9am-4pm and by appt. 7-9am & 4-5:30 pm.	ALL	
SAN DIEGO	L	4	M-F	6:45 a.m. to 5:00 p.m.	ALL	13
		1	M-F	6:45 a.m. to 5:00 p.m.	IC	
		6	M-F	7:00 a.m. to 5:00 p.m.	ALL	
		1	M-F	7:00 a.m. to 5:00 p.m.	IC	
		1	M-F	7:15 a.m. to 5:00 p.m.	ALL	
		2	M-F	8:00 a.m. to 5:00 p.m.	IC	
SAN FRANCISCO	M	4	M-F	8:00 to 5:00	ALL	5
		1	M-F	8:00 to 5:00	ALL	
			Th	8am to 7pm		
SAN JOAQUIN	M	1	M-F	8:00am to 5:00pm	ALL	1
SAN LUIS OBISPO	S	6	M-F	7:30am - 5:00pm	ALL	6

APPENDIX F

Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

COUNTY	S I Z E	Sites Per Days, Hours and Services	DAYS/HOURS OF OPERATION			Sites with Extended Hours Per County
			Days	Regular Hours/Extended Hours	Service Codes	
SAN MATEO	S	1	Tu-Fri	8am - 5pm	ALL	8
		7	M-F	8am - 5pm	ALL	
SANTA BARBARA	M	1	M-F	7:30AM - 5:00PM.	ALL	5
		3	M-F	8:00AM - 4:00PM	ALL	
		1	M-F	8:00AM - 4:00PM	AP, ESS	
SANTA CLARA	M	8	M-F	8am - 5pm	ALL	8
SANTA CRUZ	S	4	M-F	8am - 5pm	ALL	4
SHASTA	M	1	M-F	7:30am - 5:30pm	ALL	3
		1	MWF	8:00am - 5:00pm	ALL	
			TTh	7:30am - 5:30pm		
		1	M-F	8:00am - 5:00pm	ALL	
SIERRA	S	2	M-F	8am - 12pm, 1pm - 5pm	ALL	2
SISKIYOU	S	2	M-F	8:00am - 5:00 pm	ALL	2
SOLANO	M	3	M-F	8am - 5:30pm	ALL	5
		2	M-F	8:30am - 5:00pm	ALL	
SONOMA	M	2	M-F	Monday through Friday (except holidays) - available 7:00-5:30; Workers on site from 7:00-5:30 - extended evening hours also available upon request	ALL	3
		1	M-F	Monday through Friday (except holidays) - available 7:00-5:30; Workers on site from 7:00-5:30 - extended evening hours also available upon request	AP, ESS, IC	
STANISLAUS	M	2	M-F	8am - 5pm	ALL	2
			W	8am - 8pm (Wednesday extended hours to 8 pm)		
		4	M-F	8am - 5pm	ALL	
		1	M-F	The Center is open daily but FS is by appt only.	ALL	

APPENDIX F

Statewide Certification Sites

ITEM 15: As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

ITEM 15a: Indicate the total number of certification sites. (Include the number of sites with extended hours.)

Service Codes: Application Provided (AP), Applications Accepted (AA), Expedited Services Screening (ESS), Interview Conducted (IC), All of the Above (ALL)

COUNTY	S I Z E	Sites Per Days, Hours and Services	DAYS/HOURS OF OPERATION			Sites with Extended Hours Per County
			Days	Regular Hours/Extended Hours	Service Codes	
SUTTER	S	1	M-F	8am - 5pm	ALL	1
TEHAMA	S	1	M-F	8am - 5pm	ALL	1
			M-F	Extended hours 7:00am-5:30pm		
		1	M-F	8:30am - 4:30pm	ALL	
TRINITY	S	1	M-F	8am - 5pm	ALL	2
		1	First Wed of month	9:30am to 12pm; 1:00pm to 3:00pm	ALL	
TULARE	M	12	M-F	8am - 5pm	ALL	5
		4	M-Th	7:30am - 5:30pm	ALL	
			Fri	8am - 12pm		
TUOLUMNE	S	1	M-F	8am to 4pm	ALL	1
VENTURA	M	1	M-F	8am - 5pm	ALL	10
			Thursdays	Extended Hours Thursday until 6:00pm		
		5	M-F	8-5pm; Extended Hours Upon Needs	ALL	
		1	M-F	9-5pm; Extended Hours Upon Needs	ALL	
		1	M-F	8am - 5pm	ALL	
			Tuesdays	Extended Hours Tuesdays until 7:00 p.m.		
		1	M-F	7:30am - 5:00pm	ALL	
			Tuesdays	Extended Hours Tuesdays until 7:00 p.m.		
		1	M-F	7:30am - 5:00pm	ALL	
			Wednesdays	Extended Hours Wednesdays until 6:30 p.m.		
YOLO	S	2	M-F	8am - 5pm	ALL	2
YUBA	S	2	M-F	8:00am - 5:00pm; The office will extend hours for working individuals.	ALL	2
TOTAL		344				219

APPENDIX G

County Size Based on Number of Food Stamp Program (FSP) Households*

31 SMALL	
Alpine	Nevada
Amador	Placer
Calaveras	Plumas
Colusa	San Benito
Del Norte	San Luis Obispo
El Dorado	San Mateo
Glenn	Santa Cruz
Humboldt	Sierra
Inyo	Siskiyou
Lake	Sutter
Lassen	Tehama
Marin	Trinity
Mariposa	Tuolumne
Modoc	Yolo
Mono	Yuba
Napa	

18 MEDIUM
Butte
Contra Costa
Imperial
Kings
Madera
Mendocino
Merced
Monterey
San Francisco
San Joaquin
Santa Barbara
Santa Clara
Shasta
Solano
Sonoma
Stanislaus
Tulare
Ventura

9 LARGE
Alameda
Fresno
Kern
Los Angeles
Orange
Riverside
Sacramento
San Bernardino
San Diego

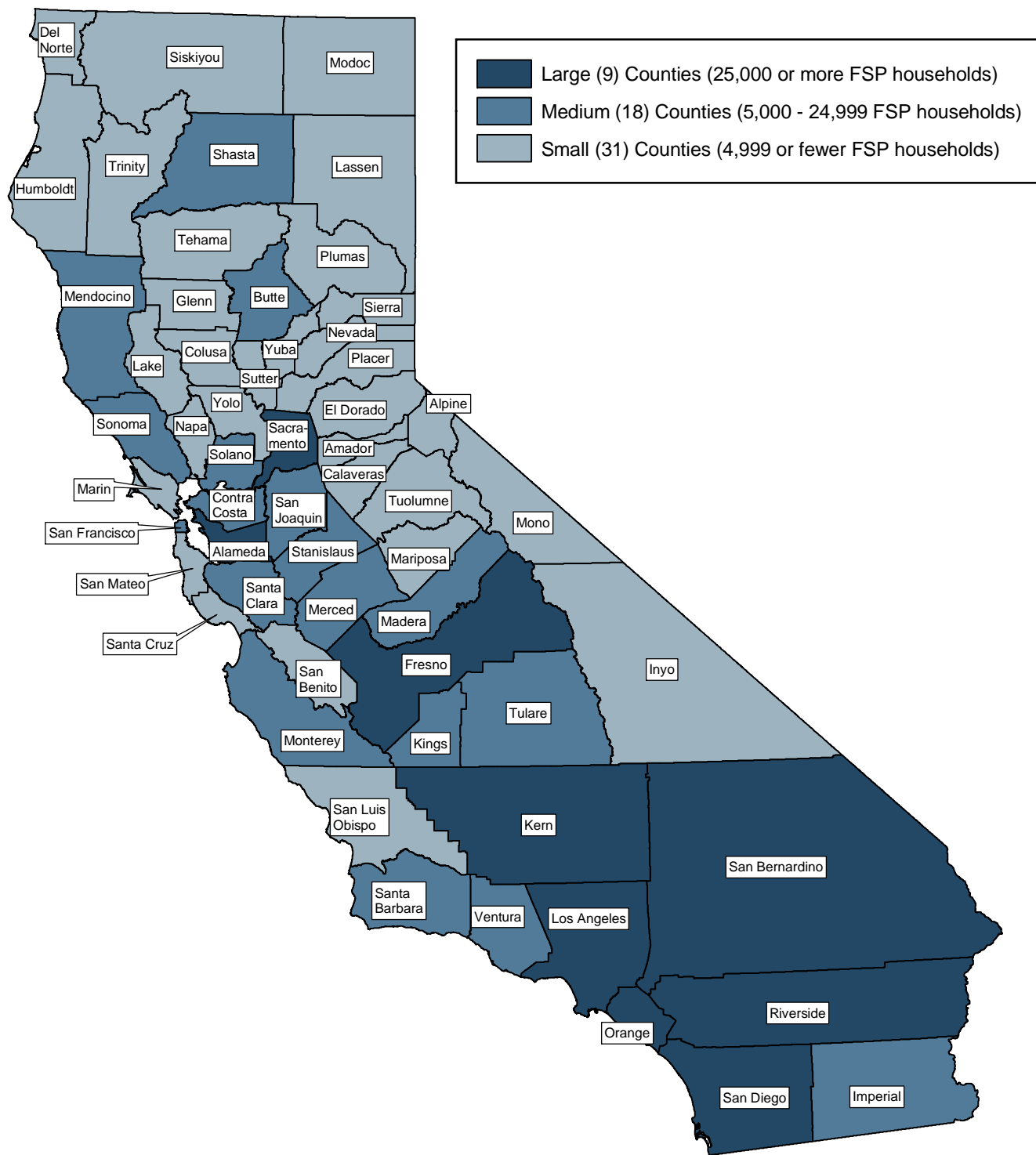
County Size Definition:

Small Counties: 4,999 or fewer FSP Households
Medium Counties: 5,000 - 24,999 FSP Households
Large Counties: 25,000 or more FSP Households

*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX G

County Size Based on Number of Food Stamp Program (FSP) Households*



*Sources: (1) Food and Nutrition Services (FNS) Oversight for Management Evaluations, October 2003 and (2) Food Stamp Program Monthly Caseload Movement Statistical Report (DFA 296), May 2004.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

PART A - ACCESS AND AWARENESS (SFY 03/04)	
Application Access	
1. Indicate how your county made food stamp applications accessible to clients.	Check ALL that apply
Methods	# of Counties
CWDs Certification Sites	58
Direct Mail	35
Telephone/Fax Requests	33
In-Home Visits	32
One-Stop Centers	29
Hospitals/Clinics	26
Health/Job Fairs	25
Community-Based Organizations	24
Food Banks	20
Remote Sites	18
Alcohol/Drug Rehabilitation Centers	16
Schools	12
Government Offices (Other than CWDs)	11
Shelters	10
Employments Sites	9
Migrant Camps	7
Grocery Stores	4
Churches	3
Child Care Facilities	2
Libraries	1
Other*	11

*For a detailed listing of "Other" methods, see APPENDIX A.

2. Indicate the translated languages (other than English) in which food stamp applications were available in your county.	Check ALL that apply
Non-English Languages	# of Counties
Spanish	58
Vietnamese	18
Chinese	17
Russian	16
Cambodian	12
Laotian	11
Hmong	10
Other*	11

*For a detailed listing of "Other" Non-English Languages, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

3. Indicate how your county utilized staff to assist clients in completing food stamp application forms and answering questions.	Check ALL that apply
Methods	# of Counties
Provide Bilingual Assistance	55
Provide Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions	52
Provide Eligibility Workers that Complete Applications Jointly (Interactive Interview) with Clients	51
Conduct In-Home Visits	44
Provide Outreach Staff	26
Use Community-Based Organizations to Provide Assistance	25
Conduct Hospital Visits	24
Provide Eligibility Screening through a Streamline Application Process	20
Other*	4

*For a detailed listing of "Other" methods, see APPENDIX A.

4. Did your county provide outstationed food stamp eligibility workers at locations other than CWDs?	# of Counties
Yes	38
No	20
Totals	58

4a. If you answered "YES" to Q4, indicate the locations of outstationed eligibility workers.	Check ALL that apply
Locations	# of Counties
Hospitals/Clinics	24
In-Home Visits	17
Remote Sites	17
One-Stop Centers	14
Health/Job Fairs	13
Alcohol/Drug Rehabilitation Centers	10
Schools	10
Community-Based Organizations	8
Food Banks	5
Shelters	5
Employments Sites	4
Government Offices (Other than CWDs)	4
Migrant Camps	4
Churches	2
Grocery Stores	2
Child Care Facilities	0
Libraries	0
Other*	4

*For a detailed listing of "Other" locations, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

5. Prior to the implementation of transitional food stamp benefits, how did your county re-evaluate food stamp eligibility and/or benefit levels for recipients leaving CalWORKS?	Check ALL that apply
Methods	# of Counties
County's Computer System (i.e., ISAWS, etc.) Automatically Re-Evaluated for Continued Food Stamp Eligibility, then Case was Reviewed by Worker to Confirm Re-Evaluation Determination	35
Worker Automatically Re-Evaluated for Continued Food Stamp Eligibility, then Case was Transferred to Food Stamp Worker	33
Notification by Mail was Sent to Clients to Contact CWD Regarding Food Stamp Eligibility	11
Clients were Contacted by Telephone to Re-evaluate Food Stamp Eligibility	8
Other*	2

*For a detailed listing of "Other" methods, see APPENDIX A.

Program Access Awareness			
6. Indicate if your county maintained a "hotline" telephone number(s) that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities.	Food Stamp Programs in General	Information Aimed at Noncitizens	Outreach Activities
Yes	22	7	9
No	36	51	49
Totals	58	58	58

- 6a. If you answered "YES" to Question 6, provide the "hotline" telephone numbers and days and hours of operation.

*For a list of phone numbers and days and hours of operations, see APPENDIX B.

7. Indicate if your county used local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens potential eligibility for these programs.	Food Stamp Programs in General	Noncitizens
Yes	12	5
No	46	53
Totals	58	58

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

8. Tell us about your county's distribution of food stamp education materials: <u>A.</u> In Column A, indicate ALL locations/methods your county utilized for distributing food stamp educational materials to clients. <u>B.</u> In Column B, indicate if the location(s) <i>INCLUDED MATERIALS AIMED AT NONCITIZENS</i> .	<u>Column A</u> Check ALL that Apply	<u>Column B</u> Materials Aimed at Noncitizens
Locations/Methods	# of Counties	
CWDs/Certification Sites	51	33
Community-Based Organizations	37	20
Health/Job Fairs	33	21
Materials Provided by Direct Mail	32	18
Materials Provided by Telephone/Fax Request	32	15
Food Banks	31	15
One-Stop Centers	31	20
Hospitals/Clinics	28	16
In-Home Visits	23	10
Remote Sites	19	15
Government Offices (Other than CWDs)	18	10
Alcohol/Drug Rehabilitation Centers	17	4
Schools	13	7
Shelters	13	5
Employments Sites	10	7
Child Care Facilities	7	5
Churches	7	4
Grocery Stores	5	3
Libraries	5	4
Migrant Camps	5	5
Other*	10	6

*For a detailed listing of "Other" locations/methods, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

<p>9. Tell us about your county's food stamp outreach activities:</p> <p>A. In Column A, indicate ALL the outreach activities that your county conducted regarding the food stamp program.</p> <p>B. In Column B, check <i>ONLY ONE (the SINGLE MOST EFFECTIVE)</i> activity.</p>	<p><u>Column A</u></p> <p>Check ALL Outreach Activities that Apply</p>	<p><u>Column B</u></p> <p>Check ONLY ONE SINGLE MOST EFFECTIVE) Activity</p>
Outreach Activities	# of Counties	
Cross-train Staff to Accept and Process Applications	43	10
Provide Informational Brochures Regarding the Food Stamp Program	43	6
Partner with Various Agencies and Organizations	35	8
Provide Before and After Hours Operations	34	3
Provide Training and Informational Materials to Community-Based Organizations	34	4
Conduct Presentations at Various Events	33	7
Outstation Eligibility Workers	31	14
Use Organizations to Provide DFA 285 A1 Applications: Organizations Send in to CWD for Clients	15	3
Use Local Media to Enable and Enhance Awareness	14	0
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	12	0
Use Organizations to Provide DFA 285 A1 Applications: Organizations Advise Clients to Mail in	11	1
Increase Certification Sites	6	1
Provide a Mobile Intake Unit to go into the Community	4	1
Other*	6	0

*For a detailed listing of "Other" outreach activities, see APPENDIX A.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

10.	Did your county provide educational materials or presentations to sites/organizations for MIGRANT WORKERS?	# of Counties
	Yes	20
	No	38
	Totals	58

10a.	If you answered "YES" to Q10, indicate the sites/organizations.	Check ALL that apply
	Sites/Organizations	# of Counties
	Community-Based Organizations	12
	CWDs	11
	Hospitals/Clinics	7
	Migrant Education Sites	7
	Career Service Centers	6
	Migrant Camps	6
	Migrant Fairs	6
	Food Banks	5
	Child Care Facilities	4
	Libraries	1
	Other*	6

*For a detailed listing of "Other" sites/organizations, see APPENDIX A.

11.	Did your county provide educational presentations to sites/organizations for NONCITIZENS?	# of Counties
	Yes	24
	No	34
	Totals	58

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

11a.	If you answered "YES" to Q11, indicate the sites/organizations.	Check ALL that apply
	Sites/Organizations	# of Counties
	Community-Based Organizations	20
	CWDs/Certification Sites	13
	Health/Job Fairs	13
	One-Stop Centers	12
	Food Banks	9
	Government Offices (Other than CWDs)	7
	Hospitals/Clinics	7
	Remote Sites	6
	Schools	6
	In-Home Visits	5
	Alcohol/Drug Rehabilitation Centers	4
	Churches	4
	Grocery Stores	4
	Shelters	4
	Child Care Facilities	3
	Migrant Camps	3
	Employments Sites	2
	Libraries	1
	Other*	6

*For a detailed listing of "Other" sites/organizations, see APPENDIX A.

12.	Did your county utilize a committee/task force to partner with other Health and Human Services agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?	# of Counties
	Yes	30
	No	28
	Totals	58

12a. If you answered "YES" to Q12, indicate the committee/task force name, frequency of meetings, and activities.

For a list of Committee/Task Force Name, Frequency of Meetings & Activities, see APPENDIX C.

13.	Did your county indicate any future plans for food stamp program outreach activities in last year's survey (distributed via ACIN I-32-03)?	# of Counties
	Yes	18
	No	40
	Totals	58

13a. If you answered "YES" to Q13, describe the planned activities, answer "YES" or "NO" regarding whether they were implemented by June 30, 2004, and provide the date if implemented.

For a Description of Planned Outreach Activities, see APPENDIX D.

APPENDIX H
Food Stamp Program Survey of Operations and Access
State Fiscal Year 2003/2004

Data Summary

14. Does your county have any food stamp outreach activities planned for implementation during the next annual survey period, SFY 04/05 (July 1, 2004 through June 30, 2005)?	# of Counties
Yes	23
No	35
Totals	58

- 14a. If you answered "YES" to Q14, describe the planned activities that are to be implemented by June 30, 2005, and provide the estimated implementation dates.

For a Description of New Outreach Activities Planned for SFY 04/05, see APPENDIX E.

PART B - CERTIFICATION (OPERATIONS AS OF 6/30/04)

Certification Sites

15. As of June 30, 2004, indicate your county's certification site addresses, operation days and hours, and types of services provided based on the service codes below.

*For a List of Site Names and Addresses, see APPENDIX F.

15a. Indicate the total number of certification sites.	# of Sites	Sites with Extended Hours
	344	219

Determination of Operational Hours

16. Explain how the CWDs' certification sites' extended hours of operation have taken into consideration the needs of working recipients and indicate the extended hours, including lunch hours, for the sites specified in Q15.	Check ALL that apply
Extended Hours Availability	# of Counties
By Appointment	47
Lunch Hours	46
P.M. (After 5:00)	40
A.M. (Before 8:00)	36
No Extended Hours at Any Site	2
Other*	3

For a detailed listing of "Other" responses and brief explanation of extended hours of operations, see APPENDIX A.

Indicate the Total Number of Sites with Extended Hours	219
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APPENDIX H
Food Stamp Program Survey of Operations and Access
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Data Summary

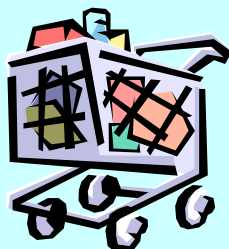
PART C - ISSUANCE (OPERATIONS AS OF 6/30/04)	
Issuance Sites	
17. As of June 30, 2004, does your county use Electronic Benefit Transfer (EBT) issuance?	# of Counties
Yes	58
No	0
Totals	58

Items 18 - 20 do not apply since all 58 counties use EBT as of 6/30/04.

PART D - GENERAL COMMENTS (OPTIONAL)

General Comments were provided to the Food Stamp Branch under separate cover.

APPENDIX I



CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
FOOD STAMP PROGRAM BRANCH

**FOOD STAMP PROGRAM SURVEY OF
OPERATIONS AND ACCESS**



(State Fiscal Year [SFY] 03/04, July 1, 2003 through June 30, 2004)

COUNTY:

SELECT COUNTY NAME

COUNTY CODE:

COUNTY CODE

PERSON COMPLETING REPORT (An asterisk (*) indicates a required field):

*NAME:

*JOB TITLE:

*TELEPHONE:

EXT:

FAX:

*E-MAIL:

*DATE COMPLETED:

*OUTREACH COORDINATOR:

*TELEPHONE:

EXT:

FAX:

APPENDIX I

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REPORT STARTS HERE

PART A — ACCESS AND AWARENESS (SFY 03/04)

Unless otherwise indicated, answer questions based on activities that occurred at any time during SFY 03/04.

Application Access

1. Indicate how your county made food stamp applications accessible to clients.

Direct Application Access		Check All That Apply
Alcohol/Drug Rehabilitation Centers		<input type="checkbox"/>
Child Care Facilities		<input type="checkbox"/>
Churches		<input type="checkbox"/>
Community-Based Organizations		<input type="checkbox"/>
County Welfare Departments (CWDs)/Certification Sites		<input type="checkbox"/>
Direct Mail		<input type="checkbox"/>
Employment Sites		<input type="checkbox"/>
Food Banks		<input type="checkbox"/>
Government Offices (Other than CWDs)		<input type="checkbox"/>
Grocery Stores		<input type="checkbox"/>
Health/Job Fairs		<input type="checkbox"/>
Hospitals/Clinics		<input type="checkbox"/>
In-Home Visits		<input type="checkbox"/>
Libraries		<input type="checkbox"/>
Migrant Camps		<input type="checkbox"/>
One Stop Centers		<input type="checkbox"/>
Remote Sites		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Shelters		<input type="checkbox"/>
Telephone/Fax Requests		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

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2. Indicate the translated languages (other than English) in which food stamp applications were available in your county.

Non-English Languages		Check All That Apply
Cambodian		<input type="checkbox"/>
Chinese		<input type="checkbox"/>
Hmong		<input type="checkbox"/>
Laotian		<input type="checkbox"/>
Russian		<input type="checkbox"/>
Spanish		<input type="checkbox"/>
Vietnamese		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

3. Indicate how your county utilized staff to assist clients in completing food stamp application forms and answering questions.

Application Assistance Process		Check All That Apply
Conduct Hospital Visits		<input type="checkbox"/>
Conduct In-Home Visits		<input type="checkbox"/>
Provide Bilingual Assistance		<input type="checkbox"/>
Provide Eligibility Screening through a Streamline Application Process		<input type="checkbox"/>
Provide Eligibility Workers/Support Staff to Assist Clients with Filling Out Applications and Answering Questions		<input type="checkbox"/>
Provide Eligibility Workers that Complete Applications Jointly (Interactive Interview) with Clients		<input type="checkbox"/>
Provide Outreach Staff		<input type="checkbox"/>
Use Community-Based Organizations to Provide Assistance		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

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4. Did your county provide outstationed food stamp eligibility workers at locations other than CWDs?

☐ YES

☐ NO

If you answered "YES," continue to Question 4a.

If you answered "NO," go to Question 5.

4a. If you answered "YES" to Question 4, indicate the locations of outstationed eligibility workers.

Locations of Outstationed Eligibility Workers		Check All That Apply
Alcohol/Drug Rehabilitation Centers		<input type="checkbox"/>
Child Care Facilities		<input type="checkbox"/>
Churches		<input type="checkbox"/>
Community-Based Organizations		<input type="checkbox"/>
Employment Sites		<input type="checkbox"/>
Food Banks		<input type="checkbox"/>
Government Offices (Other than CWDs)		<input type="checkbox"/>
Grocery Stores		<input type="checkbox"/>
Health/Job Fairs		<input type="checkbox"/>
Hospitals/Clinics		<input type="checkbox"/>
In-Home Visits		<input type="checkbox"/>
Libraries		<input type="checkbox"/>
Migrant Camps		<input type="checkbox"/>
One Stop Centers		<input type="checkbox"/>
Remote Sites		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Shelters		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

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5. Prior to the implementation of transitional food stamp benefits, how did your county re-evaluate food stamp eligibility and/or benefit levels for recipients leaving CalWORKs.

Methods for Re-Evaluation		Check All That Apply
Clients were Contacted by Telephone to Re-evaluate Food Stamp Eligibility		<input type="checkbox"/>
County's Computer System (i.e., ISAWS, etc.) Automatically Re-Evaluated for Continued Food Stamp Eligibility, then Case was Reviewed by Worker to Confirm Re-Evaluation Determination		<input type="checkbox"/>
Notification by Mail was Sent to Clients to Contact CWD Regarding Food Stamp Eligibility		<input type="checkbox"/>
Worker Automatically Re-Evaluated for Continued Food Stamp Eligibility, then Case was Transferred to Food Stamp Worker		<input type="checkbox"/>
Other (<i>Specify</i>):		<input type="checkbox"/>
Other (<i>Specify</i>):		<input type="checkbox"/>
Other (<i>Specify</i>):		<input type="checkbox"/>

Program Access Awareness

6. Indicate if your county maintained a "hotline" telephone number(s) that included information regarding food stamp programs, noncitizens' potential eligibility for these programs, and/or food stamp outreach activities.

Food Stamp Programs in General	Information Aimed at Noncitizens	Outreach Activities
<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO	<input type="radio"/> YES <input type="radio"/> NO

- If you answered **"YES"** for any of the categories, continue to Question 6a.
- If you answered **"NO"** to all categories, go to Question 7.

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- 6a. If you answered "YES" to Question 6, provide the "hotline" telephone numbers and days and hours of operation.

Hotline Telephone Number(s)	Days and Hours of Operation

7. Indicate if your county used local media for broadcasting public service announcements that included information regarding food stamp programs and noncitizens potential eligibility for these programs.

Topics of Local Broadcast	
Food Stamp Programs in General	<input type="radio"/> YES <input type="radio"/> NO
Noncitizens	<input type="radio"/> YES <input type="radio"/> NO

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8. Tell us about your county's distribution of food stamp educational materials:

A. In Column A, indicate *ALL* locations/methods your county utilized for distributing food stamp educational materials to clients.

B. In Column B, indicate if the location(s)/method(s) *INCLUDED MATERIALS AIMED AT NONCITIZENS*.

NOTE: In addition to providing the information on the survey, we are requesting that you mail any county-developed outreach and educational materials that your county used to the address provided at the end of the survey under the "SUBMISSION" (Part E) section.

Locations/Methods For Educational Materials		Column A Check <i>ALL</i> that Apply	Column B Materials Aimed at Noncitizens
Alcohol/Drug Rehabilitation Centers		<input type="checkbox"/>	<input type="checkbox"/>
Child Care Facilities		<input type="checkbox"/>	<input type="checkbox"/>
Churches		<input type="checkbox"/>	<input type="checkbox"/>
Community-Based Organizations		<input type="checkbox"/>	<input type="checkbox"/>
CWDs/Certification Sites		<input type="checkbox"/>	<input type="checkbox"/>
Employment Sites		<input type="checkbox"/>	<input type="checkbox"/>
Food Banks		<input type="checkbox"/>	<input type="checkbox"/>
Government Offices (Other than CWDs)		<input type="checkbox"/>	<input type="checkbox"/>
Grocery Stores		<input type="checkbox"/>	<input type="checkbox"/>
Health/Job Fairs		<input type="checkbox"/>	<input type="checkbox"/>
Hospitals/Clinics		<input type="checkbox"/>	<input type="checkbox"/>
In-Home Visits		<input type="checkbox"/>	<input type="checkbox"/>
Libraries		<input type="checkbox"/>	<input type="checkbox"/>
Materials Provided by Direct Mail		<input type="checkbox"/>	<input type="checkbox"/>
Materials Provided by Telephone/Fax Request		<input type="checkbox"/>	<input type="checkbox"/>
Migrant Camps		<input type="checkbox"/>	<input type="checkbox"/>
One Stop Centers		<input type="checkbox"/>	<input type="checkbox"/>
Remote Sites		<input type="checkbox"/>	<input type="checkbox"/>
Schools		<input type="checkbox"/>	<input type="checkbox"/>
Shelters		<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>	<input type="checkbox"/>

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9. Tell us about your county's food stamp outreach activities:

A. In Column A, indicate *ALL* the outreach activities that your county conducted regarding the food stamp program.

B. In Column B, check *ONLY ONE* (the *SINGLE MOST EFFECTIVE*) activity.

Outreach Activities	Column A Check <i>ALL</i> Outreach Activities that Apply	Column B Check <i>ONLY ONE</i> (<i>SINGLE</i> <i>MOST</i> <i>EFFECTIVE</i>) Activity
Conduct Activity Booths Aimed at Family Nutrition and Physical Activity	<input type="checkbox"/>	<input type="radio"/>
Conduct Presentations at Various Events	<input type="checkbox"/>	<input type="radio"/>
Cross-train Staff to Accept and Process Applications	<input type="checkbox"/>	<input type="radio"/>
Increase Certification Sites	<input type="checkbox"/>	<input type="radio"/>
Outstation Eligibility Workers	<input type="checkbox"/>	<input type="radio"/>
Partner with Various Agencies and Organizations	<input type="checkbox"/>	<input type="radio"/>
Provide a Mobile Intake Unit to go into the Community	<input type="checkbox"/>	<input type="radio"/>
Provide Before and After Hours Operations	<input type="checkbox"/>	<input type="radio"/>
Provide Informational Brochures Regarding the Food Stamp Program	<input type="checkbox"/>	<input type="radio"/>
Provide Training and Informational Materials to Community-Based Organizations	<input type="checkbox"/>	<input type="radio"/>
Use Local Media to Enable and Enhance Awareness	<input type="checkbox"/>	<input type="radio"/>
Use Organizations to Provide DFA 285 A1 Applications:		
•Organizations Advise Clients to Mail In	<input type="checkbox"/>	<input type="radio"/>
OR		
•Organizations Send in to CWD for Clients	<input type="checkbox"/>	<input type="radio"/>
Other (<i>Specify</i>) :	<input type="checkbox"/>	<input type="radio"/>
Other (<i>Specify</i>) :	<input type="checkbox"/>	<input type="radio"/>
Other (<i>Specify</i>) :	<input type="checkbox"/>	<input type="radio"/>

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10. Did your county provide educational materials or presentations to sites/organizations for *MIGRANT WORKERS* ?

☐ YES ☐ NO

If you answered "**YES**," continue to Question 10a.
If you answered "**NO**," go to Question 11.

10a. If you answered "**YES**" to Question 10, indicate the sites/organizations.

Sites/Organizations for Educational Materials or Presentations Aimed at Migrant Workers		Check All That Apply
Career Service Centers		<input type="checkbox"/>
Child Care Facilities		<input type="checkbox"/>
Community-Based Organizations		<input type="checkbox"/>
CWDs		<input type="checkbox"/>
Food Banks		<input type="checkbox"/>
Hospitals/Clinics		<input type="checkbox"/>
Libraries		<input type="checkbox"/>
Migrant Camps		<input type="checkbox"/>
Migrant Education Sites		<input type="checkbox"/>
Migrant Fairs		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

11. Did your county provide educational presentations to sites/organizations for *NONCITIZENS* ?

☐ YES ☐ NO

If you answered "**YES**," continue to Question 11a.
If you answered "**NO**," go to Question 12.

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11a. If you answered "YES" to Question 11, indicate the sites/organizations.

Sites/Organizations for Educational Presentations Aimed at Noncitizens		Check All That Apply
Alcohol/Drug Rehabilitation Centers		<input type="checkbox"/>
Child Care Facilities		<input type="checkbox"/>
Churches		<input type="checkbox"/>
Community-Based Organizations		<input type="checkbox"/>
CWDs/Certification Sites		<input type="checkbox"/>
Employment Sites		<input type="checkbox"/>
Food Banks		<input type="checkbox"/>
Government Offices (Other than CWDs)		<input type="checkbox"/>
Grocery Stores		<input type="checkbox"/>
Health/Job Fairs		<input type="checkbox"/>
Hospitals/Clinics		<input type="checkbox"/>
In-Home Visits		<input type="checkbox"/>
Libraries		<input type="checkbox"/>
Migrant Camps		<input type="checkbox"/>
One Stop Centers		<input type="checkbox"/>
Remote Sites		<input type="checkbox"/>
Schools		<input type="checkbox"/>
Shelters		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>
Other (<i>Specify</i>) :		<input type="checkbox"/>

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12. Did your county utilize a committee/task force to partner with other Health and Human Service agencies, schools, community-based organizations, etc., to improve food stamp outreach efforts?

☐ YES
 ☐ NO

If you answered "YES," continue to Question 12a.
If you answered "NO," go to Question 13.

- 12a. If you answered "YES" to Question 12, indicate the committee/task force name, frequency of meetings, and activities.

Committee/Task Force Name	Frequency of Meetings		Specify	Activities
	Refresh			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			
	<input type="radio"/> Monthly <input type="radio"/> Quarterly <input type="radio"/> Bi-Monthly <input type="radio"/> Other			

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13. Did your county indicate any future plans for food stamp program outreach activities in last year's survey (distributed via ACIN I-32-03)?

☐ YES
 ☐ NO

If you answered "YES," continue to Question 13a.
If you answered "NO," go to Question 14.

- 13a. If you answered "YES" to Question 13, describe the planned activities, answer "YES" or "NO" regarding whether they were implemented by June 30, 2004, and provide the date if implemented.

Description of Planned Outreach Activities Reported in Last Year's Annual Survey		Implemented by June 30, 2004? Refresh
	<input type="radio"/> YES, Date Implemented  <input type="radio"/> NO	
	<input type="radio"/> YES, Date Implemented  <input type="radio"/> NO	
	<input type="radio"/> YES, Date Implemented  <input type="radio"/> NO	
	<input type="radio"/> YES, Date Implemented  <input type="radio"/> NO	

14. Does your county have any food stamp outreach activities planned for implementation during the next annual survey period, SFY 04/05 (July 1, 2004 through June 30, 2005)?

☐ YES
 ☐ NO

If you answered "YES," continue to Question 14a.
If you answered "NO," go to Question 15.

- 14a. If you answered "YES" to Question 14, describe the planned activities that are to be implemented by June 30, 2005, and provide the estimated implementation dates.

Description of New Outreach Activities Planned for SFY 04/05	Estimated SFY 04/05 Implementation Date

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Certification Sites

- ### Service Codes

ALL = All of the Above

[illegible]

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[illegible]

Total Number of Sites

Total Number of Sites with Extended Hours

0

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Determination of Operational Hours

16. Explain how the CWDs' certification sites' extended hours of operation have taken into consideration the needs of working recipients and indicate the extended hours, including lunch hours, for the sites specified in Question 15.

Brief Explanation	Extended Hours Availability	Check All That Apply
	No Extended Hours at Any Site	<input type="checkbox"/>
	By Appointment	<input type="checkbox"/>
	A.M. (Before 8:00)	<input type="checkbox"/>
	Lunch Hours	<input type="checkbox"/>
	P.M. (After 5:00)	<input type="checkbox"/>
	Other (Specify):	<input type="checkbox"/>
	Other (Specify):	<input type="checkbox"/>
	Other (Specify):	<input type="checkbox"/>
Indicate the Total Number of Sites with Extended Hours		0

Note: At least once annually, ALL local administering agencies (CWDs) must review the hours of operation of food stamp offices to ensure that the needs of recipients who work are adequately met. This review must consider both certification and issuance offices and must be retained at the state level for review by the United States Department of Agriculture, Food and Nutrition Services. This is required by Manual of Policies and Procedures (MPP) Section 63-205.1. CWDs may decide the methodology to be used in making this determination. If necessary, the California Department of Social Services (CDSS) staff will contact CWDs to discuss any issues identified during the review. If additional guidance is needed, please refer to All-County Letter 94-11, dated February 14, 1994.

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PART C — ISSUANCE (OPERATIONS AS OF JUNE 30, 2004)

Issuance Sites

17. As of June 30, 2004, does your county use Electronic Benefit Transfer (EBT) Issuance?

☐ YES ☐ NO

If you answered "YES," go to "General Comments" Section (Part D).
If you answered "NO," continue to Question 18.

18. If you answered "NO" to Question 17, identify the name and type of agent(s), operation days and hours, types of issuance (*usecodes below*), percentage of the issuance total, and amount of any transaction fee.

Issuance Codes

CC = Check Cashing

DM = Direct Mail

ADM = Authorization Document Mail

FSOLIS/FAIR = Online

ADOTC = Authorization Document Over-the-Counter

HIR = Household Issuance Record

Other (Specify)

Name and Type of Agent (CWD, Other County Office, Other [Specify])	Days and Hours of Operation	Types of Issuance (Fill in Appropriate Issuance Code)	Percentage of Issuance Total	Transaction Fee Amount (Applies Only to Contracted Issuance)

0%

Total Percentage (for non-EBT counties, total must equal 100%)

18a. Indicate the total number of issuance sites

Total Sites

0

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Direct Mail Issuance

19. If direct mail issuance is used, identify the period of time your county staggers coupon mailing.

Issuance Time Period	
1st through 10th of the Month	<input type="radio"/>
1st through 15th of the Month	<input type="radio"/>
Other (<i>Specify</i>) :	<input type="radio"/>
County Does not use Direct Mail Issuance	<input checked="" type="radio"/>

County Issuance Waivers

20. Does your county have a waiver from doing either a mail or OTC delivery method?

Issuance Waivers	
YES (Attach waiver documentation and mail to address provided in the "SUBMISSION" section [Part E]. Proceed to Part D.)	<input type="radio"/>
NO (Proceed to "GENERAL COMMENTS" section [Part D]) .	<input checked="" type="radio"/>

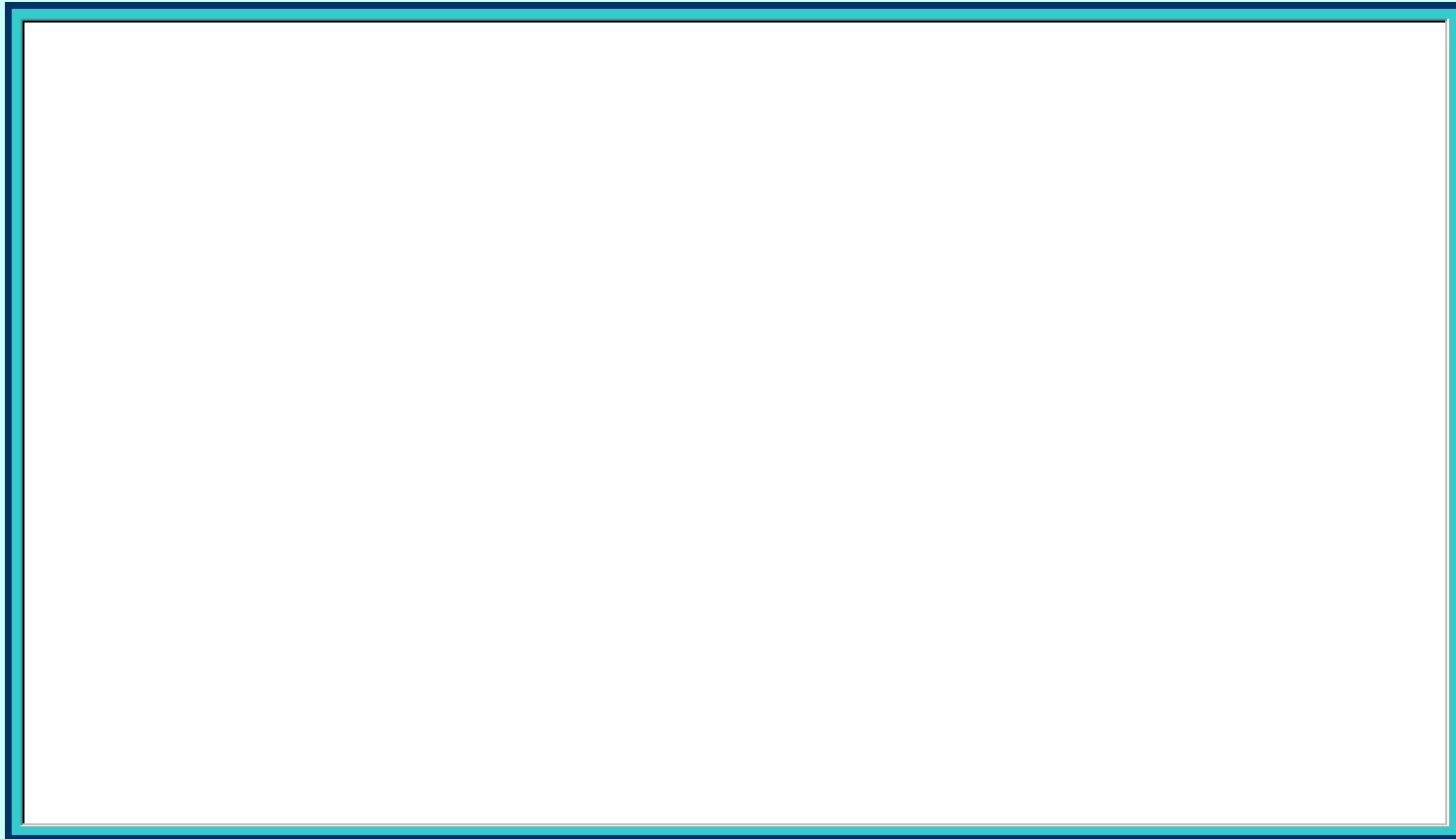
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PART D — GENERAL COMMENTS (OPTIONAL)

COUNTY



END OF SURVEY QUESTIONS

PROCEED TO PART E FOR SUBMISSION INSTRUCTIONS

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PART E — SUBMISSION

RETURN SURVEY BY AUGUST 1, 2004

ONLINE SUBMISSION OF SURVEY

- ▶ Click the "*E-mail Survey*" button located on the top toolbar of the survey page. This function will automatically open your default e-mail as a new e-mail message and attach the completed survey as an e-mail attachment. It will also automatically insert a designated e-mail address and your county's information on the "*Subject*" line. Click the "*Send*" button and the completed survey will be submitted to the California Department of Social Services.
- ▶ If you are unable to e-mail the survey, check for red circles which indicate that there are unanswered questions or invalid data. Please make any necessary corrections and try to e-mail the survey again.
- ▶ For additional technical information, click the "*Automated E-mail Features*" and "*System Requirements*" buttons located on the top toolbar of the survey document. You may also call Doris Bowers at (916) 654-1214 or send an e-mail by clicking the "*Questions or Problems?*" button for further technical assistance.

MAILING THE SURVEY AND OTHER REQUESTED INFORMATION

- ▶ Please be sure you have answered all questions and have the additional information requested in Questions 8 and 20 (if applicable) ready for mailing. Send the information for Questions 8 and 20 to the mailing address below. You may also mail a hard copy of this entire survey to the address below if you are unable to submit the survey online.

Attention: Katie Kwiatek
California Department of Social Services
Food Stamp Branch
744 P Street, MS 16-32
Sacramento CA 95814

- ▶ For all *nontechnical* questions related to the completion of this survey, please contact Katie Kwiatek at (916) 654-1898.



STATE OF CALIFORNIA

Arnold Schwarzenegger, Governor

HEALTH AND HUMAN SERVICES AGENCY

Kimberly Belshé, Secretary

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Dennis Boyle, Director